



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



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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

Autism Program (Preschool thru 10th 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

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 - 5 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, focusing on wellness, strengths, and resiliency. 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

Autism School Closing:

The Achievement Centers for Children's Autism School will determine if the Highland Hills and Westlake school sites will be closed. Please refer to the Achievement Centers for Children's website: www.achievementcenters.org or the following TV stations: **Fox 8 Cleveland and WKYC (I-Alert)**. The closing will be listed as either **Achievement Centers for Children's Autism School-Westlake or Achievement Centers for Children's Autism School-Highland Hills**.

If you are uncertain about whether or not your child's site is closed, you can call the agency's answering machine at **216-292-9700** for further information about both Highland Hills and Westlake locations.

Note: If your child's school district of residence is closed, transportation may not be provided even if ACC's Autism School is open. You will need to contact your child's district transportation office or the transportation company.

If the Autism School should need to close during operating hours, the staff will notify you by phone or refer to the designated emergency contact numbers if you cannot be reached to pick up child.

Complete Agency Closing of services:

If there is a weather event or some other event that requires the Achievement Centers for Children to close all services, please refer to the Achievement Centers for Children's website: www.achievementcenters.org or the following TV stations: **Fox 8 Cleveland and WKYC (I-Alert)**.

If you are uncertain about whether or not a location is closed, you can call the Highland Hills answering machine at **216-292-9700** for further information about Highland Hills **and** Westlake **and** Camp Cheerful.

Please refer to the Achievement Centers for Children's website: www.achievementcenters.org or one of the following below:

Television channels:

- Fox 8 TV & Website
- WKYC TV 3
- WKYC-TV DT2
- WVIZ/PBS Ideastream

News radio:

- WTAM 1100 AM
- WMVX
- WMJI
- WGAR
- WAKS
- WMMS
- WHLO
- WKDD
- Radio Free Ohio 1350 AM
- 90.3 WCPN Ideastream
- WCRF 103.3 FM
- WCLV 104.9 FM

Websites:

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.
Legal Medication	Clients are permitted to bring legal and prescription 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.
Electronic Cigarettes	The use of electronic cigarettes are not permitted anywhere on agency property.
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.

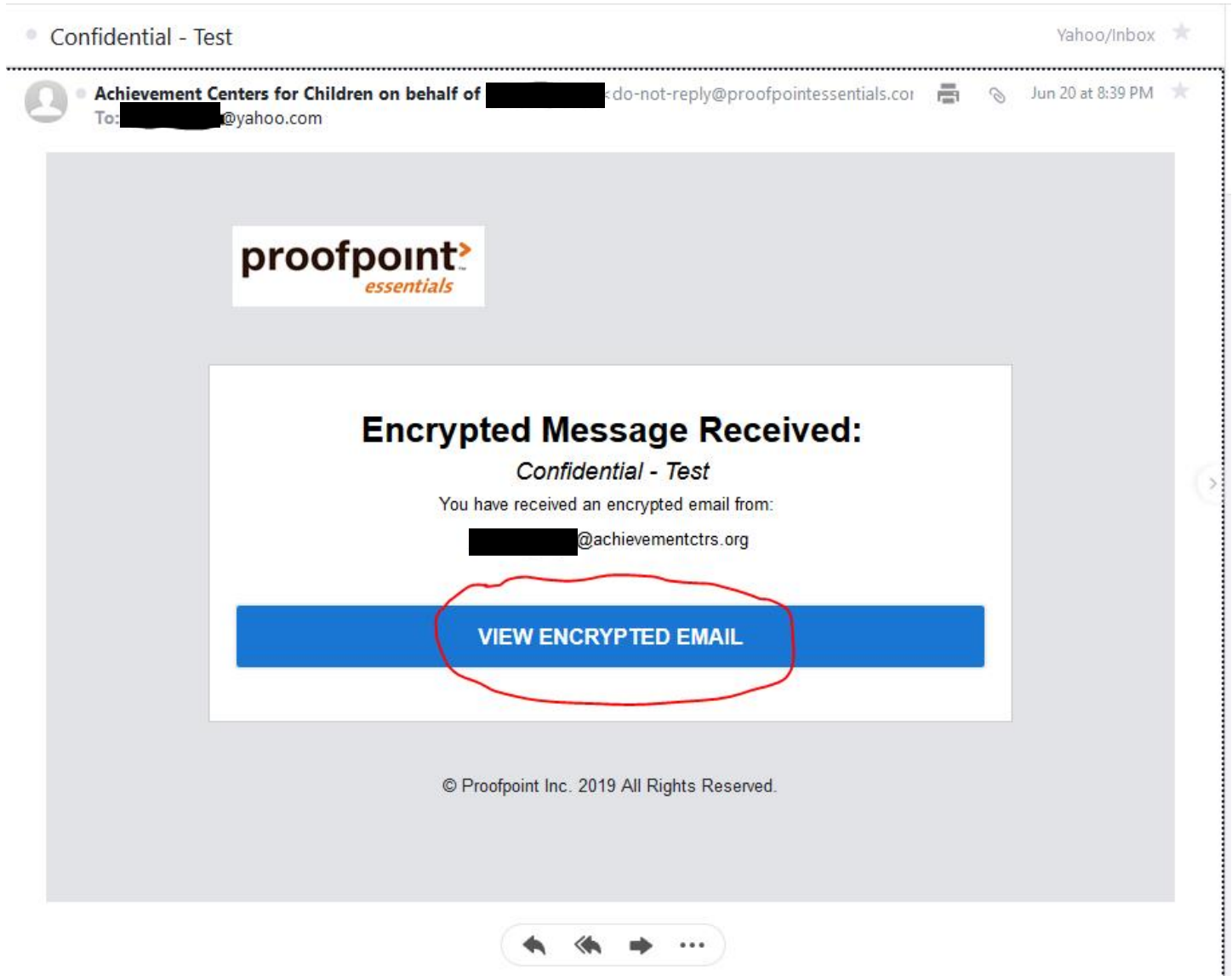
The Achievement Centers for Children notifies the client, parent/guardian when a student intern will participate in treatment and have access to client information. In order to protect the Achievement Centers for Children and the clients we serve, all student interns are required to sign a formal written 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!*

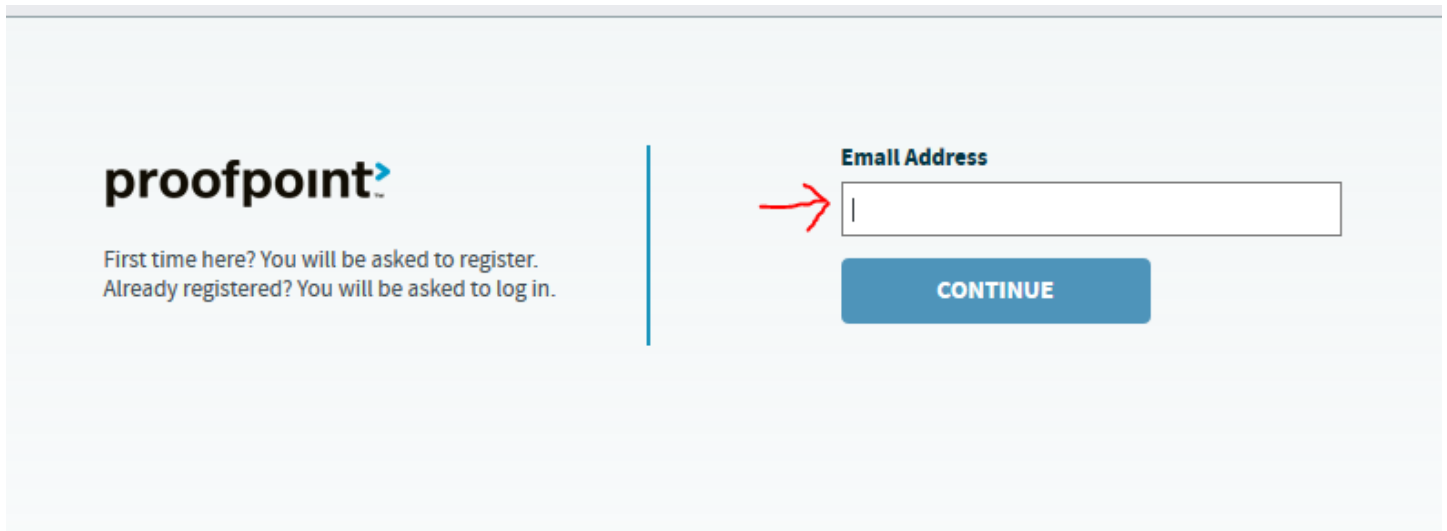


Achievement Centers for Children has partnered with ProofPoint Email Encryption to securely send emails that contain Protected Health Information or other confidential information. The steps below outline how to open encrypted emails received from the Achievement Centers for Children.

If you receive an encrypted email, it will look similar to the message below. To open the encrypted email click VIEW ENCRYPTED EMAIL as indicated by the red circle below.



A web browser window will open where you will need to enter your email address (the one the message from Achievement Centers was sent to) then click Continue.



proofpoint

First time here? You will be asked to register.
Already registered? You will be asked to log in.

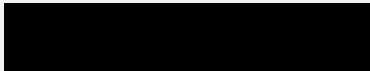
Email Address

CONTINUE

If this is the first time you've received an encrypted email from ProofPoint you will need to register by populating the fields below. Please remember the password you create as you will need it to open ProofPoint encrypted emails from Achievement Centers in the future.



Please Register to Continue



Please enter a password

- Must contain at least **8 characters**
- Must contain three out of the four following characteristics: **uppercase letters, lowercase letters, numbers, or special characters**

I agree to the Proofpoint [Terms of Service](#) and [Privacy Policy](#)

Register

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[Terms of Service](#)

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After clicking Register, ProofPoint will send you an email with instructions to complete the registration process. When you open the email click Confirm.



noreply@proofpoint.com

To: [Redacted]

Welcome to Proofpoint

Hello [Redacted]

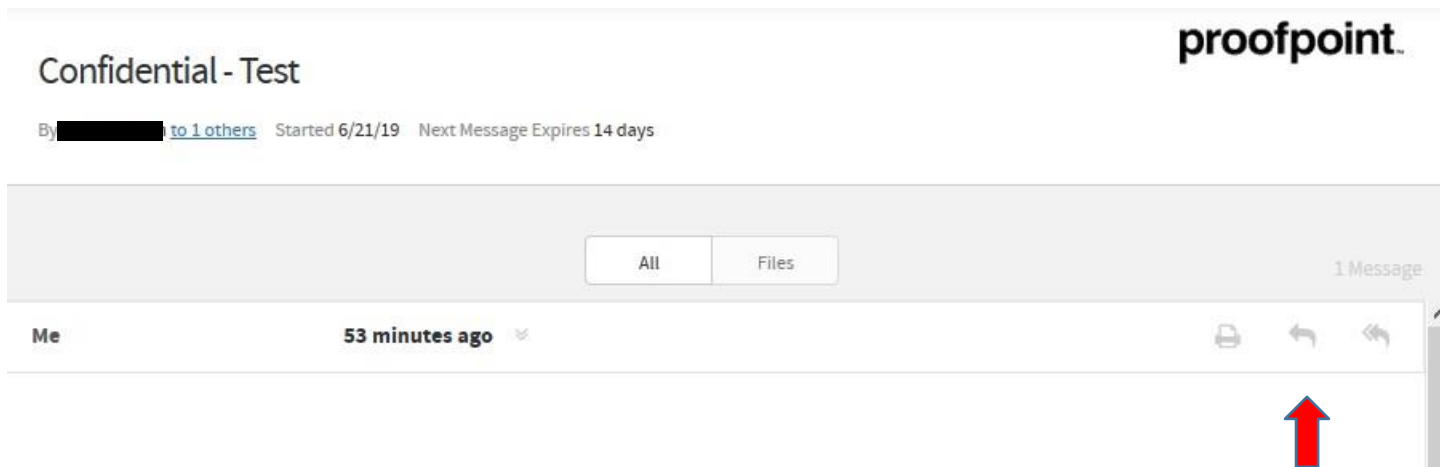
You are almost done registering. Please complete the process by clicking the button to confirm your email address.

CONFIRM

POWERED BY **proofpoint**

You will now be logged into the ProofPoint secure email portal where you will be able to view encrypted emails sent to you from Achievement Centers for Children.

Within the email portal you have the ability to print and securely reply to the email (indicated by the red arrow below).



If you have any questions please contact ITdepartment@achievementctr.org