



2025 PARENT HANDBOOK

THERAPY CENTER
 2208 E. Main Street
 Murfreesboro, TN 37130
 P: 615.809.2632, Ext. 1
 eFax: 615.349.9089

NURSING CENTER
 202 Arnette Street
 Murfreesboro, TN 37130
 P: 615.809.2632, Ext. 2
 eFax: 615.349.9089

BILLING
 2132 E. Main Street
 Murfreesboro, TN 37130
 P: 615.809.2632, Ext. 5
 Fax: 615.893.4923

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1) OUR HISTORY

OUR MISSION STATEMENT

Special Kids' mission is to serve Jesus Christ by caring for His children. Our objective is to provide access to care to any child in need of skilled nursing services and occupational, physical, speech, and feeding therapy. We support each child in overcoming obstacles to achieve an improved quality of life through providing therapy and nursing services in a loving, Christian environment with the support and guidance of the patient's physician. We cannot offer services free of charge, but we offer a variety of ways to help offset cost. We believe that the family unit is important, and by offering quality, coordinated services to the community, we will assist in keeping the family intact.

OUR STORY

In 1998, motivated by the love of Jesus Christ, Carrie Goodwin, a nurse, and her father, Dick Kleinau, founded Special Kids. Discouraged by observing the harsh realities that the families of children with special needs face, Carrie envisioned a place where all peoples would be welcomed with Christian love and healing arms regardless of socioeconomic status or cultural background. Her father, who himself had a grandson with special needs, captured Carrie's vision. Working alongside her father and with the financial support of the Christy Houston Foundation, Carrie opened Special Kids debt-free in September, 1998.

OUR STAFF

The staff at Special Kids includes our executive director, therapists, and assistant therapists (physical, occupational, speech, and recreational), registered and licensed practical nurses, and a variety of support staff. As a non-profit organization, Special Kids is governed by a Board of Directors.

2) COMMUNICATION

We pray your experience with Special Kids is positive, motivating, and empowering. We encourage you to share your experience with your friends, family, and online community. Special Kids utilizes several tools to communicate with our families and supporters, and a few resources are listed below:

SOCIAL MEDIA

Special Kids Facebook:
facebook.com/SpecialKidsInc



Special Kids Instagram:
[@specialkidstn](https://instagram.com/specialkidstn)



ADDITIONAL WEBSITES/LINKS

Special Kids Website: specialkidstn.com
Special Kids Race Website: specialkidsrace.org
Special Kids Race Facebook: facebook.com/SpecialKidsRace
YouTube: [@skidstn](https://youtube.com/skidstn)

3) OUR SERVICES

Special Kids offers a variety of services and therapies as one organization. Many children receive only one therapy service, but many others receive multiple and different kinds of therapy services. Every child is special, and our program is designed to meet the unique needs of every child. Your child may be seen by a variety of our staff, including therapists and assistant therapists.

1) *PHYSICAL THERAPY*

Physical therapy aims to help your child develop large muscle movement. This therapy may help your child gain head control, sit up, crawl, stand, or walk. Our therapists may speak with you about walkers, wheelchairs, or other equipment that would make caring for your child easier.

2) *OCCUPATIONAL THERAPY*

Occupational therapy seeks to help your child develop small muscle movement. Your child may learn to hold toys, transfer things from hand to hand, or draw and color. Self-help skills such as brushing teeth, dressing, or combing hair, can be taught in occupational therapy.

3) *SPEECH THERAPY*

Speech therapy may help your child learn to say new words, speak more clearly, speak in complete sentences, or better understand given directions. Speech therapy focuses on three main areas: comprehension, expression, and articulation.

4) *FEEDING THERAPY*

Feeding therapy is designed to uncover and address the root causes of feeding difficulties. This therapy serves children with food aversions, swallowing disorders, oral motor deficits, and delayed development that can lead to a lack of nutritional nourishment.

5) *PEDIATRIC PRESCRIBED SKILLED NURSING (PPSN)*

PPSN, or Pediatric Prescribed Skilled Nursing, is a program offered to children who are deemed medically fragile by a physician and require skilled nursing care. Nurses assess, monitor, administer medications, and intervene when necessary to maintain the health of patients while attending the program.

6) *ACTIVITIES and PLAY*

Structured activities and opportunities for play are provided to patients within the PPSN program. Play and recreation are used in a group setting as well as individually to achieve age-appropriate independence in areas such as gross motor, life skills, communication, fine motor, and beyond.

7) *CAMP ABILITY*

We host a Christian-based summer day camp that gives campers the opportunity to participate in a variety of activities that would not be available to them otherwise. Camp Ability allows those with special needs to enjoy an inclusive community that is loving and accepting. Campers have an opportunity to participate in Bible studies, theme weeks, creative arts, music, swimming, adventure activities, field trips, games, sports, and more. Camp is made possible by seasonal employees and volunteers that often have jobs within the local school system.

4) OUR COMMITMENT TO QUALITY

ACCREDITATION

Special Kids is an accredited Comprehensive Outpatient Rehabilitation Facility (CORF) through the Centers for Medicare and Medicaid Services (CMS). To maintain our CORF certification, Special Kids is surveyed and reviewed on a regular basis.

PHYSICIAN OVERSIGHT

Our Medical Director, a local pediatrician in Murfreesboro, oversees our therapy and nursing services. If any emergencies arise and a parent or guardian is not available, we will contact emergency services to have them evaluated at the nearest emergency department.

CONFIDENTIALITY

Staff will discuss your child and family only when professionally necessary with other staff members or with those for whom you sign a release. You are expected and required to maintain confidentiality about other Special Kids children, families, and staff as well.

CHILD ABUSE PREVENTION & REPORTING

Tennessee law requires that anyone who even suspects a child is being abused or neglected must report the suspicion to the Department of Children's Services. Special Kids is legally required to report concerns for abuse and neglect.

COMPLAINTS/GRIEVANCES

If you have a complaint or grievance, we recommend you first attempt to resolve it with the person with whom there is a disagreement. If it cannot be resolved, the most effective channel for resolution is as follows:

Department Lead
Department Director
Clinical Director
Executive Director
Special Kids Board of Directors

5) BEHAVIOR MANAGEMENT

BEHAVIOR EXPECTATIONS

Special Kids reserves the right to immediately discharge patients that cause acute physical harm to self or others including but not limited to patients, staff, visitors, and vendors. The parent/guardian must provide proof of treatment for behavior from a medical doctor or behavioral therapist in the form of a signed letter for the child to be considered for further treatment or to be placed on the waiting list.

DEFINITION OF BEHAVIORAL EPISODE

A behavioral episode will be defined as a behavioral outburst that could potentially cause severe harm to self or others or multiple intermittent combative episodes requiring constant supervision by Special Kids staff. This includes but is not limited to hitting, slapping, punching, scratching, pinching, spitting, throwing objects, and destruction of property. A child may initially exhibit signs of agitation such as pacing, rocking, and rapid speech prior to escalation into combative behavior.

PROCEDURE FOR BEHAVIOR MANAGEMENT

Interventions to abate the episode will be individualized to the patient and could include but is not limited to relaxation techniques, offering comforting toys/favorite activities, sensory play, removing the child from the room to a quiet safe environment.

If none of the above interventions work & the patient cannot be calmed within 10 minutes, a parent/guardian will be called and expected to pick up the child immediately. **If three episodes require an early pickup within 21 days, the patient will be discharged from services.**

1. The first occurrence of early pickup in response to combative or agitated behavior will result in a written notification given to the parent/guardian.
2. The second occurrence will require a meeting with the Clinical Director and select members of the patient care team prior to the child returning to patient care services.
3. The third occurrence of agitated or combative behavior could result in permanent discharge from care. Return to patient care services will be considered only after a plan of care to manage the behavior is ordered by the patient's primary care provider or behavioral specialist.

6) FINANCIAL OBLIGATIONS

PAYMENT PROCESS & AGREEMENTS

Each family will have a financial agreement for the payment of services. Our process is to pre-certify and bill your primary insurance for services rendered. When applicable, you must satisfy your deductible. If you have a secondary insurance or payor of last resort (such as TEIS, CSS, or TennCare), any unpaid balance will be billed to that payor. If you have no secondary payment sources, or an unpaid balance remains, you will be billed directly for any remaining amounts. For private pay, our fee structure is based on a sliding scale.

PAYMENT REQUIRED AT TIME OF SERVICES

We cannot offer services free of charge, but we offer a variety of ways to help offset cost. Payment is required at the time services are rendered unless other arrangements have been made in advance with the Billing Office, and this includes applicable coinsurance, co-payments, deductibles, and balances owed. Special Kids accepts cash, personal check (in-state only), and credit/debit cards. There is a minimum service charge of \$25 for all returned checks.

OUTSTANDING BALANCES

If you have an outstanding balance, your child will not be seen until payment is made in full or a financial agreement (a payment plan) has been established and signed with the Billing Office. Failure to abide by that established payment plan will result in a request for payment in full and possibly a discharge from services.

CHANGES TO INSURANCE

It is your responsibility to **notify us immediately of any change** in your child's insurance coverage. Copies of the most recent insurance cards are required. Failure to alert us to changes in insurance will result in 100% patient responsibility of any and all unpaid claims. We bill participating insurance companies, including secondary insurance, as a courtesy but **you are responsible for all charges not covered by insurance.**

SLIDING SCALE

To enhance affordability of our services, we offer a sliding scale fee schedule for patients who have little or no insurance coverage or are self-pay.

Our sliding scale is based on three factors:

- 1) Your household income.
- 2) The number of children living in your household under the age of 18.
- 3) The number of services a week your child will need from Special Kids.

Unfortunately, according to federal insurance regulations, Special Kids cannot use a sliding scale fee schedule for deductibles, co-pays, or co-insurance balances.

Lastly, please be aware that many insurance companies only pay for a limited number of therapy sessions per calendar year. If you continue therapy beyond the maximum number of payable sessions set by your insurance company, you are responsible for payment. If this happens, at that point, our sliding scale would apply to you.

BILLING QUESTIONS

If you have questions regarding what your insurance plan covers or offers, call the 1-800 number listed on the back of your insurance card to speak with your provider directly. You may also contact our Billing Office directly during regular business hours at 615.809.2632, ext.5.

ADDITIONAL SUPPORT

Our team can inform you about financial grants that are available to help cover the costs of your therapy. Some of these grants are based on need, while others are based on covering costs that insurance does not pay for (such as co-pays and deductibles).

7) FIRST STEPS

REFERRAL & INTAKE INTERVIEW

After your child has been referred for services with us, we will contact you to set up an intake interview by telephone to orient you to our facility, policies, and procedures. After your intake, we'll set up an appointment for your child to have an evaluation with a Special Kids therapist to determine if services are recommended and what treatment is appropriate. You will be asked to sign that you understand, and will abide by, our policies and procedures. You will also be asked to sign a form indicating your understanding of your financial obligations.

EVALUATION

Based on your child's evaluation, your therapist will develop and outline an individualized treatment plan for your child. That plan will include how often treatment is recommended and what your child's initial goals will be. The therapist will review this treatment plan with you at the first appointment, where you are encouraged to ask any questions.

TREATMENT

For as long as you receive services at Special Kids, your therapist will remain in communication with you. We will also remain in contact with your child's primary care provider to keep them up to date on progress.

PHYSICIAN CHANGE

If your primary care physician changes, you must let us know as soon as possible and complete a physician change form. We regularly keep your provider up to date on progress therefore, incorrect or out of date information could disrupt services for your child.

REGULAR ATTENDANCE

Regular attendance at therapy is critical to seeing the best outcomes for your child. We enforce a fair attendance policy, described on the next page, to increase the likelihood that your child makes progress. We have many children waiting to receive services at any given time, and any missed therapy appointment is lost time that could be spent helping another child like yours make progress.

DISCHARGE

Our desire is that your child will reach all therapeutic goals set by our therapists and will be successfully discharged due to progress made. However, if our therapists believe your child may be plateauing in progress, they may recommend changing your therapist to see if a new environment will be helpful to your child's progress before choosing to discharge.

8) PARENT/GUARDIAN REQUIREMENTS

As a condition of receiving services from Special Kids, you are expected to adhere to the following.

NO-SHOW POLICY

Two no-shows in any rolling 60-day period will result in a discharge from all services and you will be ineligible to return for services for a waiting period of 6 months.

- Note: A no-show occurs when you miss your scheduled appointment without providing any prior notice by speaking directly with a member of our staff. Due to the volume of messages we receive, please note that leaving a voicemail or sending electronic notice (an email, text, etc.) is not considered prior notice.
- Teletherapy Note: If you have a scheduled teletherapy and have not received a link, contact our office within 5 minutes of your appointment start time to let us know so that we can make rescheduling arrangements. Otherwise, without notification of technology issues, the missed appointment will be counted as a no-show.

CONSECUTIVE CANCELS POLICY

Cancelling three consecutively scheduled appointments in any one therapy type, or the cancellation of appointments on three consecutively scheduled days, will result in a discharge from all services and you will be ineligible to return for a waiting period of 6 months.

- Note: With documented and certain reasons, our staff will use discretion to review situations prior to discharge. For example, extended illness, hospitalization, surgery, or quarantines may not be discharged but we may recommend a temporary hold on services until recovery. We will ask for a doctor's note if an illness lasts longer than three appointment days.

TARDIES

Four tardies in any rolling 30-day period will result in a discharge from all services and you will be ineligible to return for services for a waiting period of 6 months. The following situations will result in one count of a tardy (a maximum of one tardy will be counted in a single day):

- Arriving 5 minutes late or later to begin a scheduled appointment
- Arriving 5 minutes late or later to pick up from an ended appointment
- If we are unable to contact you during a scheduled appointment time or if you have left Special Kid's property during that time
- If your child has two therapies with a gap of time between, it will be counted as a tardy if you do not pick up your child during the waiting period. Our staff is not responsible for watching your child between scheduled sessions

REMAINING ON THE PROPERTY

Parents/guardians must remain on Special Kids property for the entirety of your child's appointment. If we contact you during the appointment time and you have left Special Kids property, at a minimum, this will be counted as a tardy.

CHILD DROP OFF

Parents/guardians/contacts who drop off a child and immediately leave Special Kids property will receive one warning. A second drop off will result in discharge and you will be ineligible to return for services for a waiting period of 6 months.

NO PARKING IN LOADING ZONE

Parents/guardians are not permitted to park for extended time in the loading zone under the awning. Of course, you may temporarily park to load/unload equipment and escort your child in. But once the child is in Therapy and equipment is put away, parents should proceed to a marked parking spot.

NO CELL PHONE IN TREATMENT AREAS

Parents/guardians are not permitted to use cell phones in treatment areas.

SOCIAL MEDIA & TEXTING

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

9) ILLNESS/INFECTION CONTROL

If your child is sick, he/she should stay home.

Hospitalizations with written confirmation will not count negatively against attendance. Certain illnesses will be considered for exception based on clinical judgement, discretion, and program policy. It is your responsibility, as the parent/guardian, to call Special Kids to cancel therapy or nursing services if your child is ill. Even if sick, failure to call us before the appointment is considered a no-show.

If your child has been exposed to an infectious disease (virus or bacteria), please let our staff know prior to coming to our facility. Additionally, if your child shows any of the following signs or symptoms, he/she should stay home (or will be sent home) and we will not conduct therapy services:

COVID 19/Flu: Symptoms must be improving, and the child must be fever free for 24 hours without fever reducing medication such as Tylenol and/or Motrin

Fever: Child must be fever free for 24 hours prior to returning to Special Kids

Pink Eye (Conjunctivitis): Your child may return 24 hours after starting antibiotics if there is no drainage from the eye.

Sore Throat: If lasting more than 24 hours and strep throat or a viral infection is suspected, your child may return only after he/she has been fever free for 24 hours and it has been at least 24 hours since antibiotics were started.

Rashes: Rashes must be diagnosed and treated by a physician, who must determine if your child can return and resume services. Release to return to therapy must be obtained by a child's provider to resume therapy services.

Chicken Pox (Varicella):

Exposure: If your child was exposed to chicken pox, he/she is considered potentially infectious from 8-21 days following the exposure. Your child will not be allowed to return during this time unless they have received the chicken pox vaccine, commonly referred to as, "Varivax" or "ProQuad." Active: If your child has active lesions, he/she may not return until all lesions have crusted over and there is no drainage. This usually takes 5-7 days after lesions first appear.

Lice (Pediculosis) or Flea Infestation: Your child must have a note from his/her medical provider before returning for Special Kids.

Bed Bugs: Your child may return when proof of a professional extermination is provided.

Your child may return from the following if symptom free for at least 24 hours:

- Diarrhea, defined as two (2) or more loose bowel movements in a 24 hour period
- Vomiting
- Croup

If your child has any of the following conditions, he/she must be evaluated by a physician:

- Unusual lethargy
- Irritability
- Persistent crying
- Difficulty breathing or other signs of possible severe illness

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

10) THERAPEUTIC PLAYGROUND

Our therapeutic playground is designed for therapeutic activities and is another setting in which we deliver our services. The playground is reserved for use by our staff and their activities, and is not open to the public.

PLAYGROUND RULES

1. **No running, pushing, or shoving.**
2. **No improperly climbing on, or usage of, equipment.**
3. **No sharp objects** are permitted on the playground.
4. Children on the playground **must have adult supervision.**
5. **Only one child** per swing.
6. **No smoking** on or near the playground area.
7. The use of the playground is at **your own risk.**
8. **Close the gate** as you enter/exit the playground.
9. **Be respectful**, particularly of treating therapists.
10. **Keep the playground area clean** by properly disposing trash.

11) MISCELLANEOUS

ANNUAL PAPERWORK

We will collect updated paperwork from you on an annual basis to maintain up to date and accurate records. Repeated attempts to gather this paperwork without success may result in a disruption of services.

GIFTS

For our therapists' licensure and professional ethical guidelines, we will not accept gifts of monetary value from patient families. While we appreciate the generosity and support of our local community and may from time to time accept certain donations of items or services, all donation requests will be screened against business need while keeping ethical guidelines in mind.

EMERGENCY DRILLS

The staff and children practice emergency drills regularly. If you are present at the time of a drill, please participate by following staff instructions.

HOLIDAYS

Special Kids will be closed on the following holidays: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, and Christmas Day.

INCLEMENT WEATHER AND OTHER CLOSURES

Special Kids may close for severe weather at the discretion of the Executive Director of Special Kids. Please check Special Kids' Facebook page (facebook.com/SpecialKidsInc), website (specialkidstn.com), Instagram account (@specialkidstn), and Channel 4 news for information about possible cancellations during inclement weather.

Should there be other closings not due to inclement weather, parents will receive notification.

CELL PHONE USE

Parents should refrain from using cell phones in treatment spaces, as this may inhibit or distract a child during session. Additionally, photos and videos by parents are prohibited in treatment spaces, as this poses a serious risk to the privacy of other individuals. Intentionally taking photos/videos of other children is a serious offense and will result in discharge from services and possible legal action.

LIABILITY STATEMENT

In spite of every precaution, sometimes accidents do occur. The therapist or nurse in charge can be depended upon to use good judgment in obtaining immediate and proper care for your child. However, no one connected with Special Kids will assume responsibility in the case of an accident.

12) RIGHTS & RESPONSIBILITIES

The Special Kids Statement of Patient Rights and Responsibilities was adopted to set forth a written expectation that it, by a parent's adherence to the Statement, will contribute to more effective patient care and greater satisfaction. The personal relationship between a health professional and a patient is essential to the patient's treatment and well-being. "Parent," "Caregiver," and "Patient" may be used interchangeably since often the child is a minor and may lack the ability to fully understand.

RIGHTS OF THE PARENT/CAREGIVER/PATIENT

The Parent/Caregiver/Patient has the right to:

1. A timely response from Special Kids regarding a request for service.
2. Receive considerate/respectful care regardless of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, genetic information (including family medical history), political affiliation, or military service.
3. Confidentiality regarding communications and record keeping as it pertains to your child's chart.
4. Respectfulness and privacy regarding medical care, social, religious, and psychological well-being.
5. Expect a safe environment for your child.
6. Know the names of the staff providing services to your child.
7. Request complete and current information concerning your child's treatment.
8. A treatment plan in the language you understand.
9. Refuse treatment, such as the law allows, and to be informed of the consequences.
10. Terminate care, against medical advice, such as the law allows. Special Kids will not be held responsible if care is terminated against medical advice.
11. Request and receive an itemized bill for services and be informed of any payments for which the patient may be responsible.

RESPONSIBILITIES OF THE PARENT/CAREGIVER/PATIENT

The Parent/Caregiver/Patient is responsible for the following.

1. Notifying Special Kids prior to an absence.
2. Being honest and direct about feelings regarding care and treatment conveyed in a manner that is respectful of the therapist and ancillary staff.
3. Being respectful of other patients' privacy.
4. Providing a complete medical history to Special Kids.
5. Helping physicians, nurses, therapists to restore the patient to health.
6. Understanding the patient's health needs and asking questions until adequate information is received.
7. Following clinic rules & being reasonable about demands placed upon the staff.
8. Notifying Special Kids in a courteous way if he or she feels that rights have been violated.
9. Continuity of care decisions if treatment is refused, suspended, or ended.
10. Providing appropriate information to bill for services, maintaining healthcare coverage, notifying Special Kids if there is a change in insurance coverage, and fulfilling financial obligations promptly.

Note also that parent/caregiver/patient mistreatment to, defamation of, or harassment towards Special Kids employees on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, genetic information (including family medical history), political affiliation, and military service is unacceptable.

PARENTS AS MEMBERS OF THE TEAM

You are one of the most important members of your child's treatment team. We are here to help you learn how to enhance your child's development. Regular communication with our staff and your continuity of the plan of care at home are vital to your child's best progress. What happens with your child after leaving Special Kids is much more important than what happens here. You are encouraged to talk with therapists and share the responsibility for maintaining communication. Your therapist may work with your child only a few hours each month. Remember, we can't do it without you!

13) ACKNOWLEDGEMENT OF SPECIAL KIDS POLICIES

The following have been reviewed with me and I have been provided a copy of the Special Kids Parent Handbook:

- | | |
|---|---|
| <input type="checkbox"/> Our Services | <input type="checkbox"/> Illness/Infection Control Policy |
| <input type="checkbox"/> Confidentiality | <input type="checkbox"/> Gifts Policy |
| <input type="checkbox"/> Child Abuse Prevention | <input type="checkbox"/> Emergency Drills Policy |
| <input type="checkbox"/> Behavior Management | <input type="checkbox"/> Holidays/Inclement Weather/Cell Phones |
| <input type="checkbox"/> Financial Obligations | <input type="checkbox"/> Liability Statement |
| <input type="checkbox"/> Attendance Policy | <input type="checkbox"/> Rights and Responsibilities |
| <input type="checkbox"/> Playground Policy | |

____ I understand and will abide by the policies and procedures set forth in the Special Kids Parent Handbook and that additional policies in place at Special Kids may not be explicitly stated in this Handbook. I also understand that the Notice of Privacy Practices are posted in the lobby and on the Special Kids website, and that I may request a physical copy at any time.

Patient's Name

DOB

Parent/Guardian Signature

Date

Employee Signature

Date