



Parent / Visitor Handbook

**Eagle House Group Home
& Respite Center**

**Summary of General
Policies and Procedures**

History

Pope's Place was organized on May 15, 1995 as Lewis County Children with Special Needs. The purpose of this 501(c)3 organization is to provide care for children with special health care needs to give their families time to work or rejuvenate their lives.

On December 1, 1998, after years of careful planning and fund-raising, a pediatric clinic and respite care center was opened in a previously purchased and remodeled building at 230 Washington Way in Centralia. Licensed for 11 children, the program provided day respite services to sustain families. Our services provided those individuals with temporary relief from the ongoing responsibility of caring for a child with special healthcare needs. Additional licensing allowed for 5 children for over-night care.

In June of 2007 an addition was completed to the respite building and a dedication event was held to rename the building "Vivian's House" in honor of one of the original board members, Vivian Roewe. This addition allowed the respite day care license to be increased to 23 children.

In July 2008 Pope's Place opened a preschool in the adjoining building which was renovated years previously and rented to another organization for a preschool. This facility was licensed for 20 children ages 3-5. Later, after school and Early Achiever programs were added making our age range 2.5-12 for 24 children.

In April 2009, renovations began inside Vivian's House to become licensed as a group home and a home health agency. Licenses were approved to provide respite care for 12 children round the clock with no time limit.

In September 2016, Pope's Place broke ground for the new Eagle's House Pediatric Group Home. The Eagle's House was dedicated to the Eagle's Organization for all of the generous contributions they made over the years to make this dream a reality. The building was completed and licensed in October 2017. The license has been increased to 17 beds to provide care for more medically fragile children.

Renovations began on Vivian's House in November 2017 to make way for our Young Adult Center. With a Young Adult Center we are able to transition our kids from the Pediatric Group Home to continue our care. We are also able to offer exceptional care to other young adults. The Young Adult Center became licensed in April 2019.

Throughout the years there has been tremendous support from members of the community with donations of time and funds. We continue to flourish because of our support from the community and dedicated staff and volunteers.

Philosophy and Mission

The mission of Pope's Place is to provide individualized care for children and young adults with exceptional medical and behavioral needs to strengthen them, their families, and the community.

Our philosophy is to provide opportunities for children and young adults to develop their skills physically, intellectually, emotionally, and socially. Pope's Place is a healthcare environment, and as such our goal is to help inspire, challenge and encourage residents to be self-sufficient, strong, positive individuals by nurturing them and providing a home like environment.

Contacts

Important Phone Numbers and E-Mail Address

Eagle House Respite Center and Group Home	(360) 736-9178	ext 161
Vivian's House Young Adult Group Home	(360) 736-9178	ext 121
Early Learning Center / Preschool	(360) 736-9178	ext 125
Barb Sonnenberg, Director of Nursing Services	(360) 736-9178	ext 126
Jaimee Dobson, Assistant DNS	(360) 736-9178	ext 140
Destiny Simpson, Billing	(360) 736-9178	ext 144
Shirley Billings, Executive Director	(360) 736-9178	ext 132
Sarah Davis, Medical Social Service Consultant	(360) 736-9178	ext 123

E-Mail ~ Pope's Place

E-mail ~ Barb Sonnenberg RN

E-mail ~ Jaimee Dobson, RN

info@popeskidsplace.org

bsonnenberg@popeskidsplace.org

jdobson@popeskidsplace.org

Legal Standards

Licensing

Pope's Place is licensed by the state of Washington as a Group Home and Respite Center for Medically Fragile Children. Pope's Place is licensed for up to 17 children. Our license is renewed every 3 years upon a complete inspection by our licensor and the Department of Health. Our licensor communicates with us on a regular basis to assure that all Washington State Administrative Codes for licensed centers are being met. You can see the WAC's by visiting the DSHS website at <http://www1.dshs.wa.gov>

Pope's Place has developed policies and procedures to ensure that we meet all the state requirements for licensure. We are providing this summary for parents and visitors to our Center in order to ensure that the children in our care remain safe at all times. If you would like to review our actual Policy and Procedure Manual, it is available upon your request to our Director or Assistant Director of Nursing Services.

Confidentiality

Pope's Place follows the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule in maintaining confidentiality of all health care information of children in our care.

Protected personal health care information includes, but may not be limited to: demographics—name, address, phone number; payment or insurance information; Health condition, disease, disorder, symptoms; treatments, test results; mental health, social background. Protected information includes that which is conveyed: verbally, written, or electronically via fax or e-mail, and electronic records.

Photos of children in our care are not to be taken without specific written permission of the parent/guardian.

Non-Discrimination Policy

Pope's Place does not discriminate on the basis of race creed, religion, color, national origin, gender, age, marital status, veteran status, or disability, except all employees must be at least 18 years of age to work with supervision; and staff must be at least 21 years of age to be left in sole charge of a group of children.

Pope's Place Administration should be notified of any discrimination. If the discrimination complaint is not handled to your satisfaction the complaint should be reported to:

CIVIL RIGHTS COMPLIANCE SECTION
Office for Equal Opportunity
Department of Social and Health Services
Mail Stop 5839
Olympia, WA 98504
Phone: (206) 753-7049

Any staff member found to be discriminating against coworkers, clients, or children shall have employment terminated.

The Americans With Disabilities Act

What is the Americans with Disabilities Act (ADA)?

The ADA is civil rights legislation designed to protect people with mental or physical disabilities from discrimination based upon disability. Title III, effective as of January 26, 1992, prohibits discrimination on the basis of disability by public accommodations and requires public accommodations and commercial facilities to be designed, constructed and altered in compliance with the ADA Accessibility Guidelines. Public accommodations include a variety of business and organizations such as restaurants, hotels, retail establishments, hospitals, and child care centers.

What is the definition of an individual with a disability?

A person who has a physical or mental impairment which substantially limits one or more of the major life activities such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. A person who has a record of such impairment or is regarded as having impairment.

What does the ADA mean for a childcare center?

The ADA affords children with mental or physical disabilities the opportunity to participate in all activities and opportunities of community life. Part of community life is the opportunity to benefit from being in a childcare setting. Children can no longer be excluded from a childcare setting on the basis of disability.

How can we meet the needs of both children with disabilities and children without disabilities?

- Provide developmentally appropriate programs for all children.
- Engage in thoughtful planning to create a caring environment sensitive to the needs of all children.
- Participate in ongoing training on various topics including:
 - needs of children with disabilities
 - child health and safety
 - child growth and development
 - planning, learning activities, guidance and discipline
 - linkage with community services
 - communication with families

Mandatory Child Abuse Reporting

Washington State Law and Childcare Licensing mandate staff to report immediately any alleged or suspected abuse. The following are laws for the state of Washington:

WAC 170-295-7060 The licensee or staff shall report immediately any instance when the licensee or staff has reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect, or child

exploitation as required under chapter 26.44 RCW, by telephone, to child protective services or local law enforcement.

RCW 26.44 specifies what steps CPS may take in investigating an allegation, as well as providing that “any person participating in good faith in the making of such report, shall in doing so be immune from any liability arising out of such report.

Be aware that it may not be possible to notify parents when the police or Child Protective Services are called about possible child abuse, neglect, or exploitation. This depends on the recommendation of Child Protective Services. However, if suspected, a report will be made.

Organizational Standards

Grievances

If you are dissatisfied with our services, your concerns should be expressed to the Director or Assistant Director of Nursing Services. On duty staff can assist you in making this contact. If your concern cannot be resolved at this level, it should then be taken to the Administrative Assistant or the Executive Director.

Verbal Abuse or Threatening Behavior

Child safety and wellbeing are our highest priorities and all measures will be taken to maintain a safe and therapeutic environment for the children here and the staff providing care for them. Conflict will be responded to in a calm and respectful manner. If staff members feel threatened by a visitor or parent, the individual will be asked to leave. If staff feel they are in need of immediate assistance to ensure safety, 911 will be activated.

Weapons

You may not use, display, or bear firearms on any of Pope’s Place property.

Substance Use-Smoking, Tobacco, Drugs, Alcohol

Pope’s Place has a NO TOLERANCE Policy for drugs, alcohol, tobacco, and smoking. The use of any illegal drugs or alcohol is strictly prohibited on Pope’s Place property. This includes E cigarettes and Vaporizers. If you are seen with these items, you will be asked to leave.

Gifts, Gratuities, Tips

Employees of Pope's Place must not personally accept any monetary gift, tip or gratuity from any client or client’s family member, for any service rendered. However, monetary contributions may be made to the organization.

Program Procedures

Visitors

Pope’s Place facilitates supervised visitation of children in our Center by authorized visitors only. Standard

visiting hours are 8 AM to 8 PM. Visitors are not able to be in the Center at shift change report between 5:45 and 6:45 AM and PM.

Picture identification is checked at the door for all visitors unfamiliar to staff. A photocopy of the ID may be placed in the child's file for future reference. An unknown visitor without appropriate ID or visitor that has not been authorized will be turned away for safety reasons. We ask that all visitors be respectful of the privacy all the children in our care. We ask that visitors not wander into the rooms of children other than that of the child they are authorized to visit.

Parent Access

Parents have the right to access programs offered by Pope's Place. We encourage parents to visit the center, or call the center at any time. We urge you to take the opportunity to join your child in an activity or just visit and enjoy the fun of observing the children's delight with friends or staff.

If access to your child has been restricted by a state agency or law enforcement, we must comply with those restrictions.

Signing Your Child In & Out

When you bring your child to our center, each day you must sign your child in when dropping him/her off and sign him/her out when picking up. The sign in sheet is located at the staff desk in the living room. Sign your name and the time in the appropriate space and you may leave your child with a nurse on staff.

Children may only be released to those persons listed on enrollment forms. Parents or authorized persons picking up a child must come inside the Center to pick the child up, sign the child out, and communicate with a staff member. Please be prepared to provide photo ID for verification. Children may leave only through the front door.

Children are our number one priority. We will not allow their safety and welfare to be compromised. If we notice obvious signs of intoxication or impairment from substance abuse, Pope's Place will call another parental guardian to come pick up you and your child from the facility.

Biological Parent vs. Guardian

Legally, Pope's Place cannot refuse to let the biological father or mother of a child take their child unless we have in the child's file a copy of court order, custody papers, or a restraining order. Please be aware that if you want to limit a biological parent's right to take a child from our care, you must supply Pope's Place with the appropriate legal papers.

Daily Dress/Clothing

Please send your child in clothes that will allow them to explore their environment, be creative with any and all artistic supplies and learning experiences. Weather permitting, the children are provided the opportunity for supervised outside time in our fenced and secure playground. Please send clothing and footwear suitable to the weather conditions and outside play. We also ask that you provide a change of clothes for your child of any age to have for emergency use.

Volunteers and Students

Pope's Place offers a unique setting for volunteer opportunities. All volunteers are interviewed, closely screened, and are required to complete the same personnel requirements of employees of Pope's Place, be

deemed qualified for their assigned duties, and be supervised and held to the same standards as employees.

Pope's Place believes in providing educational opportunities for students in the health care field. We often have students from the local college programs. Students with adequate training may provide care under the supervision of the Pope's Place staff.

Religious and Cultural Activities

We may decorate and have activities for the following holidays:

Valentine's Day	Halloween
Easter	Thanksgiving
Mother's Day	Christmas
Father's Day	Children's Birthdays
4 th of July	New Year's Day
St. Patrick's Day	Presidents Day

There may be others not listed that we may celebrate. If there are holidays that are not listed that you would like to have us celebrate please talk with administration and they may be added to our list. If you would like your child excluded from any holiday activity, please let us know and we will try to accommodate your request.

Pastoral services are available upon request.

Health

Immunizations

The state requires that all immunizations be kept up-to-date and on file at our Center. Your child may be excluded based on non-compliance with this requirement. Please report any newly received immunizations as they are given, so that we may update your child's records accordingly.

Health Policy

If your child has a fever, contagious illness, or vomiting, please keep him/her home so that the other children will not contract their illness. If a child becomes sick while in our care, you will be notified so that the care of your child can be evaluated. You may be requested to pick up your child. Please let us know if your child has been ill prior to coming so that we may be alert for any signs that may reoccur during his/her stay.

So that we may provide a safe and healthy environment for all children, there may be times when your child must be excluded from our program temporarily. If your child has been excluded from our program due to a contagious illness or bacterial infection, or we have concerns regarding your child's health, we may require a doctor's note to return to care.

We do understand that medically fragile children and children with special needs may experience symptoms of illness related to chronic conditions. Children will be evaluated by a licensed nurse on an individual case basis to determine if it is safe and healthy for them to remain in our care. Although we try to meet the individual needs of each child in our care, we must follow state licensing and health department regulations.

Children with any of the following symptoms **may** not be allowed to attend or remain in our care:

- ✓ Fever of 100 F. or higher in the past 24 hours
- ✓ Vomiting more than twice or persistent diarrhea more than three times in 24 hours.
- ✓ Draining rash or sore, which is not able to be covered.
- ✓ Conjunctivitis (pink eye, drainage from eye, or pink color in the white of the eye) except after 24 hours of antibiotic treatment.
- ✓ Fatigue, which prevents the child from being part of regular activities.
- ✓ Children sent home due to illness may not return to care for a minimum of 24 hours of being symptom free or have been on antibiotic treatment for 24-48 hours.

Nutrition

If your child has a special diet, we will try to accommodate those needs. However, should it become too complex, we will ask for you to provide your child's food. Age, cultural background, and individual differences are taken into consideration. Parents are responsible to supply formulas that are necessary.

Head Lice

Head lice is an unfortunate part of child care environments. It is common to have isolated cases throughout the year. Pope's Place takes every precaution to prevent an outbreak. If your child should get head lice, please inform us immediately. We have a "NO NIT POLICY". Your child must be nit and lice free before returning to our program.

Pesticides

If any form of pesticides is used at Pope's Place, the US Department of Agriculture Rules and Regulations and any applicable Washington State WAC are followed. Parent/guardian will be notified 48 hours in advance.

Animals

At the present time our Center chooses to not have animals on the premises. If at any time that changes, staff will inform parents of the presence of any animal and the potential health risk associated with that animal.

Medication Management

Per our center policy and state licensing requirements, medication, both prescription and non-prescription, and gastric feedings can only be given with current orders from a child's physician or licensed prescriber and written consent of the child's parent/legal guardian.

Pope's Place also requires the following:

Prescription Medication must be in the original container from the pharmacy and properly labeled with:

- Child's name – first and last – middle initial if needed.
- Medication name
- Dosage amount
- Frequency to be given
- Route of administration

Non-Prescription Medication (over-the-counter drugs) must be in the original container with the original label. EXAMPLES include:

- Antihistamines
- Non-narcotic cough suppressants
- Anti-itching ointments/lotions
- Sunscreen
- Non Aspirin fever reducers/pain relievers
- Decongestants
- Diaper ointments
- Vitamins

Checking in Medication

All medication needed during your child's stay must be received by the licensed nurse. Some medications, depending on their classification, will need to be counted and verified with the nurse before you leave them. The nurse will let you know. Those medications will also be counted upon release back to you at the end of your child's stay.

You may request to review our facility medication policies and procedures at any time.

Formulas and Tube Feedings

You are responsible to supply the necessary formula, equipment, and supplies your child needs during his/her stay. If you have any difficulty doing so, contact us prior to bringing your child.

Formula must be received in the original container, with the original label, and be unexpired in order for it to be provided to your child. Please ensure you supply enough formula to last through your child's entire stay.

Behavior Management

Behavior Management

At Pope's Place, within our mission, is to have each child experience success. Our environment is designed to be safe and open for exploration. To ensure safety, our staff set consistent limits and boundaries for the children to work within. Our discipline methods include: ignoring certain behaviors, redirection, verbal guidance, logical consequences and provision of "thinking space" or "time out". While the child is thinking about the situation, supervision and alternative activities are offered until the child is calm, reminded of the boundaries and is ready to join the group.

Love and Logic Principals and Beliefs:

- Adults are responsible for setting limits, in a respectful and empathetic way.
- Mistakes are wonderful opportunities for important learning.
- Children and adults work and learn best in a place where they feel physically and emotionally safe.
- Children need practice in problem solving skills for life.
- Practicing habits of respectful behavior towards others is a valuable habit for life.
- Practicing setting appropriate limits on how you allow others to treat you is a valuable habit for life.
- Strength is developed when struggling towards a meaningful goal.
- People have different learning needs, strengths and goals. These differences deserve our respect. Treating all people the same when teaching or managing behavior is seldom respectful.
- Self-sufficiency is developed by thousands of experiences of giving sincere effort and achieving success.
- Our goal is to create a confident, purposeful, lifelong learner who finds pleasure in meaningful effort.
- Relationships and trust are the foundation of a community.
- Adults incorporate learning into a caring environment, avoid coercive behavior, and carefully train themselves to adjust their own responses to help children be successful.
- Adults see the miracle in every child, find the strengths in every person, and expect great things from

everyone they interact with.

When disciplinary action is needed:

- Every attempt will be made to maintain the dignity and self-respect of both the children and staff.
- Children will be guided and expected to solve their problems, or ones they create, without creating problems for anyone else.
- Children will be given opportunities to make decisions and live with the consequences, be they good or bad.
- Misbehavior will be viewed as an opportunity for individual problem solving and preparation for the real world as opposed to a personal attack on peers or staff.

Corporal punishment cannot and **WILL NOT** be used in any form.

If inappropriate behavior continues or escalates, our discipline plan progresses as follows:

- Staff will observe and document the behaviors and the steps they have taken to modify such behavior.
- A parent/staff conference will be held to discuss behavior concerns. With the participation of the parents and staff, an action plan will be outlined. This plan will include: steps the staff will take to modify the behavior, all steps that parents will take and the steps toward child withdrawal from the program should the behavior be unmanageable.
- We will provide information on outside resources in the community. Upon the parent's request, we will work with any resources responding to the child's behavior.
- If inappropriate behavior continues, the parents will be asked to pick the child up from the center.

Suspension

It is our mission to care for the children in attendance to the best of our ability. We must keep all children in our care free from danger. As such, Pope's Place reserves the right to terminate or suspend services if a child poses a threat to the other children in our care. Pope's Place is a licensed facility and staff is trained to deal with general behavioral issues. If a child shows signs of aggression, or danger to other children, the child will be removed from the center until a care planning appointment can be scheduled with the Director of Nursing & Parents. Any physical, emotional, or behavioral problems that are deemed unmanageable in our program environment, and could cause a safety issue towards other children or staff in the center may be cause for termination of care.

Emergency Procedures

Emergency Policy

In the event of a life-threatening emergency to a child in our care, we will take the following actions:

- One staff member will stay with the child and, if necessary, provide first aid according to the recommendation of the American Red Cross or Academy of Pediatrics
- The child's caregiver or designated staff will contact the Emergency Medical System (911), describe the situation, state the physical location of the emergency and give phone number, and stay on the line until told to hang up.
- We will contact the parent or, if the parent cannot be reached, the child's alternate emergency contact person.

Emergency transportation for any necessary medical care will be determined by the emergency response team and/or parent/guardian. A staff member will go with and remain with the child until a parent/guardian arrives.

Emergency phone numbers for fire, medical, police, and Poison Control are posted by each landline telephone.

Power Outage

Our Center is equipped with a generator in the event of a power outage, to maintain medical and other essential equipment.

Disaster Preparedness Plan

To prepare for a disaster such as fires or earthquakes, an emergency preparedness procedure has been put in place. Fire and disaster exit floor plans are posted near the main entrance, and appropriate places throughout the Center.

Staff participate in monthly fire drills under conditions that simulate fire emergencies and are trained in evacuation procedures as well as smoke alarms, emergency phone numbers and methods of fire containment.

The out of area emergency contact for information in the event of a major disaster for Pope's Place is:

Katrina Brown (360) 520-5086

***The complete Pope's Place "Policy and Procedures Manual" and "Emergency/Disaster Plan" are available for your review upon request.