

RAVE Family Center Policies & Procedures



2014-2015

Parent Policy Handbook

***Note: Policies and procedures may change
as additional program needs are identified.***

Please keep these policies for your information

RESPITE...The Gift of Time

“Respite” refers to short term, temporary care provided to individuals with special needs to allow their families to take a break from the daily routine of care giving. This in turn, can help prevent abuse and neglect, and support the family unit (US/GAO. September 1990).

The Northern Nevada R.A.V.E. Family Foundation~RAVE Family Center

The Northern Nevada R.A.V.E. Family Foundation (NNRFF) is a 501 (c) (3) non-profit organization that operates in Sparks, Nevada. The NNRFF began providing respite care for families caring for children with special needs in 1995. The RAVE Family Center was originally funded through a federal grant. At the present, the NNRFF is a non-profit corporation that solicits state, community, and private donations to ensure continuation of the program. ***RAVE is an acronym for Respite And Volunteer Experiences. The mission of NNRFF is to improve the well-being of Nevada families by providing respite to those caring for young and adult children with special needs. The NNRFF accomplishes this by training youth volunteers to care for these special children and by providing vouchers for families to choose appropriate respite options.*** To achieve our mission, the RAVE Family Center provides respite care for families caring for young children (ages 3 months through 6 years) with special needs, disabilities, children in foster or adoptive care, and their siblings. While providing respite care, the program also trains high school volunteers to work with these extraordinary young children in a developmentally appropriate environment. The respite care takes place in a center-based early childhood setting. Through hands-on activities, the Respite Supervisors work with the high school volunteers to plan and implement a quality program for families to utilize. The student volunteers receive initial training prior to working at the Center, where they receive valuable hands-on experiences that will prepare them to care for our special children, under the direction of Respite Supervisors. Additionally, each of RAVE’s volunteers and staff members are CPR certified. It is our hope that many of these students will remain in the community and eventually work in the area of children services.

Registering for Care

Families are served on a ***first-come, first-served basis***. If you are interested in utilizing the RAVE Family Center, parents must complete the necessary registration forms and send them in the enclosed envelope.

Families can use the RAVE Family Center for approximately (3) three sessions of respite care per month (upon availability). Parents will receive a calendar or e-mail during the month prior with respite dates for the upcoming month. Please email the Director of Family Services at ravefamilies@att.net or call RAVE at 787-3520 to reserve your scheduled times. We will confirm requested reservations with a return email or phone call, and a reminder e-mail.

Staff

A full-time Executive Director provides programmatic and administrative oversight of the RAVE Family Center and the NNRFF. The Director of Family Services serves as the point of contact for families seeking and utilizing respite care, and providing community resources for families. The Program Coordinator oversees the daily operation of the RAVE Family Center, and is the first point of contact for volunteers.

Our professional staff is comprised of early child care providers, educated professionals, and teachers who currently work in Washoe County. Respite Supervisors and volunteers maintain current CPR certification, and meet the requirements of the Washoe County Department of Child Care Licensing. The staff is highly skilled in working with young children with special needs and has many years of expertise among them.

The volunteers are able to work at the center after they have received initial training, comprised of child development, caring for children with special needs, developmentally appropriate practices, and CPR. Many of the volunteers are currently enrolled in Child Development I and II courses at local high schools. RAVE employs approximately eight Respite Supervisors who are qualified to provide care to children

with special needs. Two Respite Supervisors are responsible for the care of the RAVE children during each three-hour respite care session, with the help of eight to twelve volunteers. The Respite Supervisors train and act as professional mentors to the high school volunteers during the care of the children. Each team of volunteers is responsible for engaging, making crafts with, feeding, nurturing and comforting the children during each respite care session. The Respite Supervisors implement curriculum with the volunteers as a team during each session. Additionally, the Director of Family Services and/or Program Coordinator, and/or Executive Director are on site for every session as a supplementary means of supervision and support.

Children Who Qualify

The RAVE Family Center serves children from three months to six years of age with special needs, disabilities, children in foster or adoptive care, and their siblings who are within the age range. Due to some of the grant guidelines, some funds received for the program require a percentage of families served to meet income requirements. The income requirements do not qualify or disqualify any family that has applied for respite care. All respite care, including sibling care, is based on funding and space availability. Respite care must be scheduled prior to drop off.

Day of Scheduled Respite Session

It is a requirement of the Fire Department that the children are signed in and out by the adult individual who is dropping off and picking up. Please leave a phone number or emergency contact where you can be reached in the event of an emergency at the Center. We will also need to know who will be responsible for picking up your child at the end of each session. We will only allow someone to pick up your child if we have prior written authorization by you. If there is someone who is **NOT** allowed to pick up your child, please notify us in writing.

Child-Staff Ratio

The Center aims to serve twelve children per session, depending upon the special needs of children receiving care. Our goal for each session is a child/staff ratio of two respite supervisors, twelve to fifteen student volunteers per twelve children. The child-staff ratio is within Washoe County Department of Social Services Child Care Regulations.

Volunteers Outside the Center

The Northern Nevada R.A.V.E. Family Foundation **does not recommend or support** our volunteers babysitting or caring for your children outside of the RAVE Family Center. The Northern Nevada R.A.V.E. Family Foundation (NNRFF) is **not** responsible or liable for the actions of the staff or volunteers outside of the RAVE Family Center.

Location

The RAVE Family Center provides sessions at two different locations. One location is at Nevada Early Intervention Services, located at 2667 Enterprise Rd., Reno, NV 89512. The other location is at a University of Nevada Early Headstart site, located at 2420 Comstock Dr., Reno, NV 89503.

Fees

Currently, the RAVE Family Center is able to provide respite services at no cost to the families; however, this may be subject to change based upon grant funding and program needs. Services are provided through grant funding from state and local community agencies, as well as private donations. Financial donations can be mailed to P.O. Box 2072, Sparks, NV 89432 and are accepted throughout the year.

School Calendar

The Center operates on the traditional Washoe County School District calendar. The RAVE Family Center will observe all WCSD holidays and "snow" days. Please refer to the RAVE Family Center calendar for availability.

Parent Involvement

Families are encouraged to visit the Center prior to enrolling their child(ren). Current families are welcome to visit the Center anytime. Please feel free to stay with your child as they become familiar with the setting and staff. However, please remember the respite is for you, and we want you to take a “break” while knowing your children are safe.

The Center has social events where we encourage parents and families to participate. This will allow families to become better acquainted with the volunteers and the RAVE Center staff. We encourage families to become familiar with our incredible volunteers as they are learning and growing with the experiences that they share with your children at the RAVE Family Center. Our volunteers are terrific and are a valuable community asset, helping to meet the needs of many families. Feel free to inform a RAVE staff member if you have a special ability or know of someone who would like to volunteer services at the Center to improve our program.

Meals and Snacks

Our facility is not equipped to provide meals due to special diets and high risk of allergies of our children. Each child will **need** a sack lunch/dinner (including a beverage, but please, no soft drinks) to eat at the Center. This is a new and different environment for the children, so we encourage parents to pack foods that the children like and are familiar with, as this may provide comfort in their new environment. Please be sure everything is labeled with your child’s first and last name. *We also ask that you prepare healthy meals and snacks for your child.*

Toileting and Diapering

Please notify the Center staff if your child is in diapers or if they are in the “potty-learning” phase. It is the parents’ responsibility to provide adequate amounts of diapers and wipes for the child at each session, as the Center is **not** able to provide diapers or wipes. Please also provide an extra set of clothing, just in case, and be sure that it is labeled with your child’s first and last name. Children do have accidents, and the Center does not have extra clothing to outfit them with.

Clothing

Preschool activities are lots of fun but often messy. Children should come to the Center in washable play clothes. Parents should send an additional set of clothing with the child’s first and last name on them for possible soiling during activities, or as a change of clothes for after the activities.

Outside play

Fresh air and outdoor physical play are essential to the development of young children. The staff will be taking the children outside when the weather permits. Parents should anticipate weather conditions and dress their children appropriately.

Backpacks & Diaper Bags

Make sure that your child brings a bag, backpack, or something to put their extra clothing, lunch or dinner, and comfort items in during their time at the Center. Please be sure everything is labeled with your child’s first and last name.

Discipline

Our discipline policies will consist of **four simple Center rules**. 1) Children cannot hurt themselves, 2) Children cannot hurt another child, 3) Children cannot hurt a childcare provider and 4) Children cannot damage the classroom materials. If a conflict arises, the child will be redirected to another activity. Should your child’s behavior put themselves or another person at risk in any way, it may be necessary for you to be called and you will be asked to pick up your child. The RAVE Family Center’s staff understands how important your respite is to you and your child, and we will make every effort to allow you to have your scheduled time. We appreciate your communication with the RAVE staff regarding any behavioral difficulties your child may be having. Should your child need additional support for their behavior, a written behavioral plan will be designed with the Executive Director, the parents, and Respite Supervisors to ensure proper support for your child and their success and safety.

Health/Infectious Diseases

Children who are sick should **NOT** be brought to the Center. If a child arrives at the Center and is obviously ill, the parents will be asked to take the child home. This is for the well-being of all the children and staff at the Center. Parents will be asked to pick up their child if they have an excessive cough, fever, skin rash, diarrhea, vomiting, or drainage from the eyes or nose.

If your child is sick and unable to come to the Center at the scheduled time, please call the RAVE voicemail at **787-3520 as soon as possible (a minimum of 24 hours of notice)**. This will allow us to reschedule the respite session and will allow the program to serve another deserving family on the waiting list.

If a child becomes sick at the Center, we will put them in an isolated area with a caring supervisor and notify the parent immediately. If the parent is unreachable, the emergency contacts listed in your registration packet will be called and asked to pick up the child.

Reporting Injuries

If a child suffers a minor injury or accident at the Center, a staff person will log a written report of the incident and will share this report with the parent on their arrival back at the Center. The RAVE Family Center staff will also note any unusual bruises or marks on the child prior to respite. We are mandated by Nevada State Law to report suspected child abuse or neglect.

Foster Families

All foster families must provide a copy of their current license, legal documentation of guardianship, and any other specific paperwork that pertains to the child(ren) you are enrolling.

Medications, Allergies, and Medical Devices

RAVE staff is unable to administer **any** medications of **any** kind under **any** circumstances during the respite session, including prescription medication. Should an emergency situation arise, 911 will be called immediately. IF your child requires the use of a medical device (epipen for allergies, asthma inhaler, insulin pump, etc.), please notify the RAVE Family Center in your enrollment paperwork so that we may be prepared for the needs of your child.

Medically-Fragile or Technology Dependent Children

If a child has a chronic health impairment (conditions including but not limited to those listed below) that requires nursing or medical procedures, we are NOT able to care for him/her at the Center. The Center is not medically equipped or staffed to care for children with such needs. Washoe County School District requires medical/nursing services for the following conditions:

- | | | | |
|------------------|---------------------|----------------------|---------------|
| ~Catheterization | ~Ventilator Support | ~Oxygen Support | ~Tracheostomy |
| ~Gavage Feedings | ~Colostomy | ~Gastronomy Feedings | ~"DNR" Orders |

In a preschool class with many young and active children, accidents easily happen and we would not want to put children with medical needs at a higher risk of injury without the proper medical support.

Lateness and Emergencies

The Center closes promptly at 8:30 pm Tuesday, Wednesday, and Thursday and 1:00 pm on Saturday. Parents are asked to pick up their children prior to the closing of each respite session. Lateness will result in a fee of \$1.00 per minute at the closing of the Center. Should two violations of this policy occur, the family will **no longer be able** to utilize respite services at the Center.

Occasionally, emergencies do arise. ***If an emergency occurs, and being late is unavoidable, please contact the Center immediately at 333-3526. If one of your contacts can pick up the child before you can get to the Center, please contact them and notify us of who will be picking up your child(ren).*** If a child is left at the Center for more than thirty minutes beyond closing and the Center Staff has not received a call from the parents, Washoe County Child Protective Services will be called.

No-Shows

Please keep in mind when scheduling your respite care for the month, space is limited and we hope to meet everyone's respite needs. If you are unable to attend your scheduled session, we would appreciate a 48-hour notice. This will allow us to schedule a deserving family from the waiting list. We understand that unforeseen circumstances arise and that you may not be able to use your scheduled session. If this is the case, please email or call *immediately*. If a family does not show up for their scheduled respite session, they will be considered a *no-show*. If your family has two *no-shows*, we will no longer be able to serve your family for respite services. Please be courteous to our program and the families we serve.

Substance and/or Drug Abuse

It is the parents' responsibility to contact someone to pick up and care for the child if they are under the influence of drugs or alcohol. If it is apparent that the person picking up the child is under the influence, the staff will request that you contact a relative, or the authorities to provide a safe passage home. The Center Staff and your child should not be put in this situation and we hope individuals picking up their children act responsibly.

Photography and Video Recording

There are a plethora of precious moments that occur at the RAVE Family Center. We do our best to capture these moments and use them to show examples of the incredible experiences that happen during a session. We use these pictures for (including, but not limited to) our annual Volunteer Awards Ceremony slideshow, recruitment of families, recruitment of volunteers, website, brochure, information to granting agencies, reports, and newsletters. If you do not wish for your child to be a part of these materials, you have the right to refuse our Photo and Video Consent and Release Agreement (Intake #2). However, we do love to share the work of our wonderful organization with the community, and we would greatly appreciate your support. If a child is in foster care, NO pictures of the child will be taken or published.

End of Program Year Surveys

The agencies that provide grants to RAVE require data from us to show the impact that our organization has on the lives of the families that we serve. Each family is **required** to complete a Pre-Respite Survey at the beginning of every program year, and to return it with their enrollment packet. The family is given another survey at the end of the year, to determine if respite was beneficial for your family and in order to help RAVE improve upon our services. Your feedback is vital to the success of our Center! Additionally, please feel free to contact us at any time with your suggestions.

We look forward to meeting your respite needs, and getting to know you and your family. Our goal is to hear families "RAVING" about RAVE! If you know of a family who needs respite care, please give them the voicemail number at 787-3520. We will do our best to serve them. Our Center will provide your child with a safe, nurturing, and fun environment while you take a much deserved break.

We look forward to seeing you at the RAVE Family Center!