

miriam

THE LEARNING DISABILITY EXPERTS



Unlocking your child's potential

**LEARNING CENTER PARENT AND
STUDENT HANDBOOK
2016-2017**

314-961-1500

www.miriamstl.org

MESSAGE FROM THE DIRECTOR

Welcome to the Miriam family! We are committed to helping your child grow to reach his or her potential by providing quality and specialized therapeutic and educational services. All of the services your child will receive are individually tailored to his/her needs. Our services are comprehensive and your child can receive all the therapy he/she needs at one convenient location.

When a child has a learning challenge, we understand how this can affect the entire family. Juggling time commitments, using emotional resources, and meeting financial obligations can place a strain on a family. The Center also strives to provide your family with the support services you may require to learn and grow as your child progresses.

Feel free to drop by the Center's office anytime. The expertise and resources of the Center's staff is openly available to you and any of your family members.

Thank you for sharing your child with us!

Sincerely,

*Beth Rose, MSW, LCSW
Director, Miriam Learning Center*

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MIRIAM LEARNING CENTER'S MISSION

The mission of Miriam Learning Center is to improve the lives of children with complex challenges and their families through comprehensive psychological and educational services and specialized therapies.

ENTRANCE CRITERIA

- Ages 3-21, average to above average cognitive abilities
- Children with an undiagnosed disability, ADHD, Learning Disability, Speech/Language Delays, fine or gross motor delays, Asperger's , PDD, High Functioning Autism, or sensory integration disorder.
- Children who meet the above criteria who can benefit from services within the expertise of staff and our staff to student ratio.

CENTER HOURS AND DAYS

Regular School Year

Monday - Thursday 8:00 a.m. - 8:00 p.m.
Fridays 8:00 a.m. - 3:00 p.m.

Summer Camps

Monday - Friday 8:30 a.m.- 2:30 p.m.
Before and After camp care is available.

Summer Hours

Monday - Thursday 8:00 a.m. - 5:00 p.m.
Fridays 8:00 a.m. - 3:00 p.m.

Tutoring, therapies, counseling, and music lessons are also available during the summer months.

DAYS MIRIAM LEARNING CENTER WILL BE CLOSED

- New Years Day
- Martin Luther King Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and Friday after Thanksgiving
- Christmas Eve through January 1st

INCLEMENT WEATHER CLOSING

In the event of inclement weather, the Miriam Learning Center closing will be televised on Channels 2, 4 and 5. Please watch these stations.

CANCELING OR CHANGING YOUR CHILD'S SESSION

We understand that children can become ill very suddenly. Please notify the Center at 314.961.1500 as soon as possible if you need to cancel your child's appointment. We require a minimum of two (2) hours notice of cancellation when your child is ill. Appointments missed or with late notification will result in the parent being charged at the full rate.

Changing your appointment time is very easy! You may reschedule your time directly with your child's therapist/teacher or you may have the Center's Director coordinate a new schedule.

Fees for groups are due in full at enrollment. Refunds for cancellations are only provided up to 14 calendar days prior to the start of a group. No refunds for camp are given after May 1st.

PAYMENT FOR SERVICES RENDERED

Payment for all individual services is due after each session. Payment for enrichment classes are due at the time of enrollment. For diagnostics, half of fees are due at the first testing session and the remainder is due before the staffing. Checks, cash and MasterCard, VISA and Discover are accepted. Checks and cash (leave only in a sealed envelope) should be placed in the Check Drop Off Box located outside the Learning Center's office. Accounts 30 days overdue will accrue 15% monthly interest until the account is paid in full. Services will be suspended on all accounts 60 days overdue until the account is paid in full. All checks returned for insufficient funds will be assessed a \$25.00 fee. You may set up a revolving charge for individual services. Call the Learning Center for details.

INSURANCE REIMBURSEMENT

The Center can provide you with a receipt for your child's therapy services at your request which you may submit to your insurance carrier. The Center does not bill directly to any insurance company.

PARENT PARTICIPATION

OCCUPATIONAL THERAPY AND SPEECH THERAPY: Parents are encouraged to participate in their child's therapy. Our therapists provide valuable information during each session. The goal of our therapies is to transfer techniques that are effective in therapy into the home and school environments. Although parent participation is encouraged, it is not mandatory. Some children do not perform well if their parent is in the therapy room. Parents may watch and listen to therapy through our one way mirrors and speaker system located in adjacent rooms to our therapy areas. The therapist can talk freely with parents without the child becoming distracted. Parents may also leave the premises while their child receives services. We understand that parents need respite time to run errands and take care of personal business. Make sure that the Center's Director has your current cell phone number in case of an emergency.

COUNSELING: Information your child shares in counseling sessions is confidential. It is important that your child feels like he/she can share anything with the therapist. You will be informed of strategies & therapeutic interventions that can help your child. You will be immediately informed if the therapist ever feels your child is at risk to self or others.

PARENT PARTICIPATION IN ENRICHMENT CLASSES

Parents may attend their child's enrichment class to provide emotional, behavioral and/or physical support. Please remember that the purpose of the enrichment classes is to expose your child to new leisure interests, new friends and new challenges. Our classes are small to accommodate the special needs of each student. We encourage each child to be as independent as possible. Enrichment and social skills classes are 100% refundable if withdrawal occurs at least 14 calendar days prior to the start of class.

SIBLING ATTENDANCE AT THE CENTER

Siblings and families are welcome to use the Learning Center Office, atrium, and playground as waiting areas. Children must be supervised by an adult at all time. Food and drink are acceptable in the atrium and Wi-Fi is available. Feel free to make yourself comfortable.

TESTING TIPS

We want your child's best performance on all of his or her evaluations. Please make sure your child is well rested and has had a snack prior to testing. Our testing sessions are adapted to each child's needs and capabilities. We can schedule testing over several sessions. You know your child the best. Please let us know if you feel shorter testing times and other modifications will better suite your child.

INDIVIDUAL THERAPY AND TUTORING PLANS

Occupational and Speech/Language therapies, counseling and tutorial sessions are individualized to meet the needs of each student. Parents, the student and the child's therapist and/or teacher work together to develop an individualized treatment plan that will help move each student to the expected outcomes. Others, including the student's teachers at his or her home school, are frequently involved in the treatment planning so that compensations and strategies can be generalized into that environment.

MEDICATION ADMINISTRATION

Medication will only be administered during camp sessions. You must complete a medication form authorizing us to administer the medication. Medications must be provided in the original container. Please notify us immediately of any medications changes.

GRIEVANCE PROCEDURES

The Learning Center's staff works very hard to ensure that we are meeting your expectations. We will constantly provide you with feedback about your child, our treatment methods and how you can transfer strategies into other environments. If you have any concerns, please voice them freely to your child's treatment professional and try to establish an acceptable course of action. If you need further assistance to remedy a situation, please stop by the Learning Center's office and speak directly with the Director or call 314.961.1500. In general, many of our children have difficulty with transitions and they can become quite attached to a therapist/tutor. We work diligently to maintain our relationship with you and your child and to resolve any conflicts before switching a therapist or tutor. If issues cannot be resolved by the Program Director, you may contact Miriam's Executive Director at 314.962.6059.

SELF-CARE PROGRAM PARTICIPATION REQUIREMENTS

Miriam School does not have the facilities and staff available to help children who have frequent bladder or bowel accidents. Children must be potty-trained, continent, free of frequent accidents and be able to self-manage clothing to participate in programs that are offered more than one hour per day. Children having frequent accidents will be asked to stop programming until the issue is resolved. In these cases, prorated refunds will be given.

NON-DISCRIMINATION POLICY

Program participants will not be discriminated on the basis of his or her race, color, religion, sexual orientation, national origin, sex, ancestry, age, disability, military status, or any other status protected by applicable law. Participants must meet program entrance criteria to ensure staff has the necessary qualifications to provide quality treatment and services. If you feel that you have been discriminated, you may follow the Grievance procedures outlined on Page 6.

SUMMER CAMP AND ENRICHMENT CLASS REFUNDS

Class fees will be 100% refunded when withdrawal from the activity occurs at least fourteen (14) calendar days prior to the beginning of the class. Summer camp fees will be 100% refunded when withdrawal from the camp occurs before the approved withdrawal without penalty date. No refunds will be given when the withdrawal time has expired.*

*Class fee refunds will be prorated by the number of classes attended when Miriam determines a child requires more assistance than can be provided in the class teacher to student ratio.

FAMILY SATISFACTION QUESTIONNAIRES

Each year, you and your child will be asked to complete a short satisfaction questionnaire online about the services your child received. Please take the time to complete the survey. Your input is valuable to the growth of our services. Also, feel free to include any suggestions that you may have. We appreciate your time and input.

CHILD PICK UP

Please arrive 5 to 10 minutes before the end of your child's session. Frequently, the teachers and therapists like to update parents about the session, the child's goals and his or her progress. If you are running late, please contact the Learning Center at 314.961.1500. We will only release your child to a parent, or to other adults, with written approval.

PARKING PROCEDURES

If you arrive at the Miriam School Monday through Friday 3:15-3:40 during school dismissal, please enter the school grounds from Bismark and exit from the second/western exit on Bacon. You may bypass the pick-up lane and park in front of the school building. Enter the building **ONLY** from the crosswalk. Do not allow your child (children) to walk unaccompanied into the building from a parking space. One or more safety patrol members on "crosswalk duty" will escort students and parents safely across the crosswalk. Maps are available in the MLC office to assist you with directions to the Bismark entrance.

Miriam Learning Center Services

PSYCHO-EDUCATIONAL EVALUATIONS

PSYCHOLOGICAL EVALUATIONS

POST HIGH SCHOOL EDUCATIONAL EVALUATIONS

OCCUPATIONAL THERAPY AND EVALUATIONS

SPEECH/LANGUAGE THERAPY AND EVALUATIONS

PHYSICAL THERAPY AND EVALUATIONS

TUTORING WITH SPECIAL EDUCATION TEACHER

AFTER SCHOOL ADAPTED ENRICHMENT CLASSES

SOCIAL SKILLS TRAINING CLASSES

SUMMER CAMPS

EDUCATIONAL CONSULTATION

IN-SCHOOL SERVICES

BEHAVIOR MANAGEMENT – ABA

MUSIC THERAPY

COUNSELING



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