



Parent
Handbook

Table of Contents:

1. Description of services at MOSAIC.....	4
2. Parent responsibilities.....	8
3. Emergency procedures.....	12
4. Policies and procedures protecting your rights.....	12
5. School and community based services.....	14
6. Questions to ask your therapist.....	15
7. Important numbers and addresses.....	16

All policies and procedures noted were current at the time of this publication.
All policies and procedures are subject to change without notice.

History of Mosaic

The outpatient division of MOSAIC Rehabilitation was founded in 2003 as a subsidiary of Evergreen Healthcare, a nursing home company based in Vancouver, WA. In 2007, Andrea Duffield took the opportunity to move from managing the clinics to become the owner. At that time MOSAIC had less than twenty employees and a limited service offering.

Since 2007 we have worked hard to expand our services to meet the growing needs of our community. Every day we focus on using evidence based practice to help us achieve the highest possible outcomes for all of our clients. We continually re-evaluate our treatment models, techniques and service offerings to help our clients flourish.

We are very proud to be a therapist owned and operated company. We participate in multiple community outreach programs and philanthropic activities to give back to our community. Our goal is to exceed your expectations and provide you and your family the best care we can.

Mission and Values

Our mission: *Bettering the Lives of Those We Serve.*

We define our values to be:

Making Connections

Open Communication

Supporting Balance

Accountability & Flexibility

Integrity & Respect

Commitment to the Positive

Description of Services

MOSAIC clinics offer families comprehensive services in three convenient locations. Children learn primarily through play, interactions with others and participation in life roles. Our staff looks at each child as holistically as possible in order to best meet their psychological, social and physical developmental needs. We work with parents to determine their child's unique needs for developmental progression.

Occupational Therapy:

- Activities of daily living
- Aquatic therapy
- Autism services
- Cognition/behavior and anxiety management
- Craniosacral therapy
- Developmental coordination groups
- Developmental hand therapy
- Executive functioning skills
- Feeding therapy/groups
- Fine motor development
- Functional vision
- Handwriting groups
- Neurodevelopment therapy
- Occupational therapy team provides the following services:
- Parent education and training
- Reflex integration
- Sensory integration
- Visual perception
- Visual-motor

Physical Therapy:

- Aquatic therapy
- Autism services
- Gait training and assessment as needed for orthotics
- Gross motor therapy
- Neurodevelopmental therapies
- Orthopedic therapy
- Parent education and training
- Physical therapy provides the following services for:
- Sensory integration
- Torticollis therapy
- Yoga groups

Speech Therapy:

- Alternative and augmentative communication
- Articulation
- Auditory processing
- Autism spectrum disorders and social interaction
- Cognition
- Motor speech disorders including dysarthria and dyspraxia
- Our speech therapy provides the following services for:
- Parent education and training
- Phonology
- Problem solving
- Reading
- Reasoning orientation and memory
- Receptive and expressive language disorders
- Swallowing and feeding difficulties
- Voice and fluency
- Writing and literacy problems

Behavior and Educational Consulting:

Applied Behavior Analysis provides each client with ongoing and individualized programming to promote skills that increase independence in all areas of development. Priority skills are broken down into small parts and taught using a variety of data driven and systematic approaches. Programs are based on an initial assessment, family preferences, and consultations with your child's school and/or other therapists at MOSAIC.

Our behavior program provides the following service for, but not limited to:

- ABA assessment and treatment, in-clinic and in-home
- Assist with inclusion into the community and school settings
- Behavioral supports and interventions
- Collaboration with the child's school program and personnel
- Direct intervention services to the child
- Parent education and training
- Skill assessments for educational recommendations
- Social skills groups
- Supervising home (ABA) program and on-going data analysis

Psychology:

Our psychologist provides the following services:

- ABA assessments and treatment, in-clinic and in-home
- Child therapy
- Cognitive Behavioral Therapy (CBT)
- DIR floor time
- Empirically supported treatments
- Exposure response prevention
- Family therapy
- Group therapy
- Mindfulness based stress reduction and consultations
- Parent education and training
- Parent-child therapy
- Psychological testing and assessment/comprehensive diagnostic evaluations
- School observations, school meetings, 504 Plans, IEP's

Counseling:

We offer counseling services for children and families of children who have special needs and developmental differences. We are pleased to offer comprehensive services to our patients who have need of mental health services as well as providing support for family members and caregivers. Our counselors also provide treatment for:

- Addictions
- Anxiety
- Bipolar disorder
- Depression
- Eating disorder
- Personality disorder

Social Skills:

Our social skills program focuses on treating young children with critical social skills that they are unable to pick up from their natural environment. At our clinic, we are able to give our clients the opportunity to learn social skills in a structured, yet natural environment. The goal is that these learned skills will then be adapted into their everyday lives, across all settings.

- Conflict resolution
- Emotional regulation
- Following rules
- Initiating peer interactions
- Maintaining age-appropriate conversation
- Perspective-taking
- Recognition and utilization of non-verbal cues
- Social awareness
- Some of the key components of our curriculum include:
- Turn-taking/sharing

Pre-School/Boot Camp:

Our skill builder program provides additional practice in the pre-academic, social, and self-help skills that are required for success in the preschool classroom and beyond. Our skill builder program is an enriched program designed to supplement your child's current preschool setting. Our students receive data driven, individualized instruction in 1:1 and small group activities. We employ a variety of instructional strategies including:

- Discrete trial training
- Incidental teaching, ensuring that every child gains a strong foundation for future learning
- Pivotal response training

Our philosophy is based around the idea that although every child learns differently, with appropriate support, each child can succeed. It is critical for children to have positive interactions with peers and adults in an educational setting. This allows children to feel successful across many different situations in their lives.

Nutrition:

At MOSAIC, our registered dietitian will work with you and your family to set specific, realistic and achievable goals. Nutrition is a powerful tool that we use daily to fuel our bodies, help us grow and live a better life. Children need adequate nutrition for proper brain development and growth along with engagement in school and reaching their genetic potential.

If you have a Question or a Problem:

If you question a decision regarding your child's therapy, please discuss it with the person responsible for your child's care or the appropriate department related to the particular issue. Below is a general guide of which department to discuss matters with.

Therapy Questions	Treating therapist or direct supervisor
Group Questions/Pre-School	Group leader or teacher
Scheduling Difficulties	Front desk scheduling team or Executive Clinic Director
Billing Questions	Billing department or front desk
Complaints/Concerns/Kudos	Clinic Executive Director
Other	Clinic Executive Director

Parent Responsibilities

Parent Participation

Parent participation is an important factor in your child's therapy. We encourage you to become well informed about your child's therapy sessions in order to continue providing the opportunities for developmental play at home between therapy visits. If you do not wish to attend your child's therapy session you need to make contact with your child's therapist at least 10 minutes before the session concludes. This allows for more private and concise feedback on your child's development, progress and home program recommendations.

Insurance Verification and Billing

You must provide proof of insurance prior to your first visit. MOSAIC works with and bills your insurance as a courtesy to you. Our intake staff will verify benefits and discuss with you, your coverage benefits and expectations for payment of deductibles, co-payment and co-insurance costs. It is your responsibility to know what your insurance coverage is and to track your visits. You are responsible for any payment of services that is not covered by your insurance. If your insurance does not cover a service you may have the option to pay privately. MOSAIC will not change billing codes in an effort to receive payment for services that we have knowledge will not be covered otherwise.

What is a co-payment? This is the amount you pay at the time of service. Co-payments are applied to each discipline you access.

What is a deductible? This is the amount you are responsible for paying before your insurance begins to cover your healthcare costs. Deductible payments are to be paid at the time of service until the balance has been met.

What is co-insurance? This is your share of the costs of a health care service. Co-insurance is a percentage of the total charge for the service.

Other Funding Sources

Ask staff about community grants available to support payment of medical expenses or treatment modalities.

Preparing for your first visit/evaluation

You will need to arrive 15 minutes before your initial evaluation to complete additional assessment paperwork. Photo ID and a current insurance card will be needed for verification at time of check-in. Children should be dressed in comfortable and sensible clothing so they may fully participate in the evaluation process. Non-slip socks or water shoes are recommended for safety. MOSAIC sells a variety of non-slip socks for your convenience. Please ensure that your child is

not fatigued or hungry to allow the clinician to get the best picture of your child's skill level.

Cancellations/No show policy

If you fail to keep a scheduled appointment and have not cancelled you will be **charged a no show fee**. If your child is scheduled with more than one discipline on a given day, the cancellation and/or no show fee will apply to each scheduled appointment missed.

In the event that your child is ill or if there is a family emergency, please call us as soon as you are aware. If your cancellation is planned you must inform MOSAIC scheduling staff **24hrs in advance** of the date of service to be cancelled to avoid any charges.

You are welcome and encouraged to reschedule your therapy session to avoid fees, please call the front desk to discuss available appointments. If your primary therapist is ill or on vacation your treatment will be rescheduled to a different therapist. Your child's ability to adapt to different providers is a skill that will serve them throughout life. In addition, we use these opportunities to confer with our colleagues on their clinical impressions of your child.

Late arrivals and pick up

You must arrive timely for your child's therapy session. If your child's therapy session is not able to start within 8 minutes of the start time or be concluded in a timely manner, then **private pay charges will be applied to your account**. Charges will be applied to those parents who do not pick up their children on time. Parents should not be more than 10 minutes away from the clinic (including driving time) whilst their child is in therapy sessions.

Continuation of Care

Continuous no show or cancellations of appointments, tardiness or failure to keep up accounts payable will result in termination of your preferred treatment slot.

Illness Exclusion and Infectious Disease Policy

MOSAIC is committed to protecting our clients, families, staff and interns. We reserve the right to cancel treatment for clients that may exhibit symptoms of a communicable disease. This may include: diarrhea, vomiting, rash, chickenpox, pink eye, lice, scabies, plantar warts, fever, or severe cold/flu symptoms. Your child should be free of symptoms for 24 hours before resuming service.

Please notify the clinic if your child is diagnosed with an infectious disease such as whooping cough, chickenpox or fifth disease and may have unknowingly exposed

others during treatment. These types of diseases can be harmful to pregnant women and medically fragile clients.

Medications/ Allergies

Please notify us of any medications your child is taking and/or any allergies they have. If your child has a special medication for a seizure disorder or an Epi pen for allergies the parents or caregiver are required to stay on the premises for the duration of the child's therapy. It is the responsibility of the parent or caregiver to administer this medication to the child, MOSAIC staff will alert 911 per our policies for any medical emergencies on the premises.

Building Use

We aim to keep the MOSAIC environment safe for staff and all those we serve. Your child, siblings or friends must be supervised during their time on the premises.

- Therapy areas are for specific targeted treatments. No child or parent will be allowed on equipment without direct supervision or instruction of a MOSAIC team member.
- We have limited space and resources in our waiting room. We encourage you to bring play items for you children to keep them entertained or take a walk while you wait for your child.
- Children may not run in hallways or climb on chairs or waiting area equipment.
- At peak times the waiting room can become overwhelming for sensory sensitive children. If you know this type of environment is difficult for your child please attempt to wait in your car or take a walk, ensuring you return for your appointment on time. Alternative arrangements for check-in and pick-up can be organized with the staff to suit your child's sensory needs.
- The parking lot does not have assigned MOSAIC spots. We are located in a busy complex; please supervise your child closely in the parking lot and outdoor areas.
- MOSAIC has an extremely sensitive sewage system. Please supervise children going to the bathroom to prevent any mishaps. A changing table is available for diaper changing. **Per state regulation you must take diapers home.** Parents are required to bring their own resources for a child who requires diaper changing or have special needs when using the bathroom.
- You are welcome to use your electronic devices in the waiting area. Wireless service is available and the password can be provided to you by our front desk staff. Volume must be turned off or headsets used.

- If you need to use the phone please ask the front desk staff for access. If you are using your own phone we must ask that you take your phone calls outside of the building to keep noise to a minimum. Cell phones, tablets or laptops are not allowed to be used in the treatment areas as they may disturb others. The use of your phone as a camera or a video recorder is not permitted unless circumstances are discussed directly with your treating therapist.
- No food or drink is allowed in the waiting room or treatment areas unless specifically related to your child's therapy.
- Firearms, smoking (including electronic cigarettes) and the use of recreational drugs or alcohol are strictly prohibited on the premises.
- Inappropriate behavior is not tolerated. Services may be terminated if deemed necessary. This may include:
 - Engaging in any behavior at any time that jeopardizes the health and/or safety of MOSAIC clients, staff or interns
 - Verbal or physically aggressive behaviors toward others
 - Being under the influence of alcohol or drugs
 - Inappropriate sexual/racial harassment and any other behavior that is deemed threatening

Discharge/Termination of Services

When your child has met the goals set for therapy and is progressing developmentally within expected functional parameters, your therapist will begin to discuss discharge from services with you; and the next stages of your child's development. If your child reaches a plateau your therapist may suggest a break from treatment. If your child shows any sign of significant regression after discharge please contact us immediately for a consultation. If you do not feel your child is ready for discharge you may contact the Executive Clinic Director and request a clinical review.

MOSAIC reserves the right to terminate services at any time. Reasons for termination of services include: inappropriate behaviors as outlined above, continued cancellations or no shows, failure to pay outstanding balances and work with the billing staff. Alternatively if we are unable to provide the services that your child requires to meet their specific needs or if a conflict of interest develops.

Sometimes parents request services that we cannot bill to your insurance. When this occurs other private pay options or referrals to other outside providers will be discussed with you.

Emergency Procedures

Emergency Medical Procedures

- In the event of a medical emergency staff will follow MOSAIC policies and contact 911.
- Parents or next of kin will be notified of the incident.
- If your child has serious medical conditions that may warrant emergency services please alert staff. Parents may not leave the premises if the child may need emergency medical services.

Accident/Incident reporting

MOSAIC staff is required to complete a report whenever an incident or accident occurs. If the accident or incident involved your child you will be notified and a copy of the report will be kept on file. If medical assistance was required we will follow our emergency medical procedure.

Fire Drill Instructions/ Evacuation Procedures

If you discover a fire please alert a member of staff immediately. MOSAIC staff will follow our fire drill procedures and guide you to safety. If your child is in a therapy session they will be escorted out of the building and will meet you at the evacuation spot. Staff will inform you when it is safe to return to the building.

There are evacuation plans posted in the clinic. Please take the time to familiarize yourself with them and know where the emergency exits are.

Policies, Procedures and Protecting your Rights

Confidential Records

MOSAIC adheres to HIPAA standards and does not sell or disclose any confidential information. MOSAIC will follow the guidelines of any legal documentation provided regarding the disclosure of any protected information.

We will not disclose your medical information unless we receive written permission from you to do so or the law authorizes us or compels us to do so. If you require a copy of your child's record please contact the front desk staff.

Photos and use of video

At the initiation of treatment you will be provided with a release for the use of photos and video for treatment and/or marketing purposes. You have the right to change your mind on the use of visual media at any time.

Behavior Management

MOSAIC staff uses various forms of therapeutic interventions to manage behaviors. Techniques may include redirection, reward systems, thinking time, rules/scheduling and sensory strategies to calm the body. It is not our policy to use physical restraints, physical punishment or psychological punishment. If your child has a history of aggressive behavior we may request that parents remain on the premises to assist as needed. If your child's behavior becomes unmanageable and they are a threat to themselves or others during therapy, the session may be discontinued.

If it is determined that continued services may result in a safety risk to the child or others, MOSAIC reserves the right to place the services on hold or discharge until the behaviors are stable.

If behavior management is a problem, behavior plans with parents/caregiver can be formalized and appropriate training given to parents and caregivers.

Exploitation, Abuse, Neglect or Violation of Client Rights

It is mandatory for MOSAIC staff to report if there are any suspected physical, emotional, sexual or neglectful behaviors towards a child. Staff will inform the Child Protective Services (CPS). It is the responsibility of the CPS to contact the family directly.

If we feel the child and/or parent/caregiver is a danger to themselves or others, emergency services will be called to manage the situation in conjunction with a CPS report.

Inclement Weather/Snow

If an advance notice of severe weather is announced which may jeopardize the safety of staff and clients a decision will be made to close the clinic. Generally we are guided by our local school districts closures and late start decisions. We regularly post our status on Facebook.

School and Community Based Services

MOSAIC is committed to helping children thrive in the community and educational environments. We often have situations where children demonstrate behavioral issues specific to their environment, such as school, home, or other community locations. On occasion it may benefit your child to be observed by their therapist in a specific environment to enable the best recommendation for your child's treatment. Services may include:

- Consultation with Other Providers outside of MOSAIC
- Home and Community Observation
- School Observation

These services may not be covered by your insurance and will be billed to you at our current rates.

Community Options

It is important to know what options are available to families in the community. If your child is school-age, the best place to start is with the special education department in their school. If the child is determined to be eligible for an Individualized Education Plan (IEP), they may be able to receive specialized services through the school district. On occasion children may not be eligible for an IEP, but may qualify for a 504 plan. A 504 plan provides guidelines to teachers on accommodations and modifications in the classroom (e.g., behavioral plans, sensory breaks, use of timers). To qualify for a 504 plan your child must have a disability as defined by the law. See the following for more information

IEP: <http://www.greatschools.org/special-education/legal-rights/513-what-is-an-iep.gs>

Section 504: <http://www.greatschools.org/special-education/legal-rights/868-section-504.gs>

If your child is under the age of three, they may be eligible for early intervention services in their natural environment (including child care centers and home). Early intervention uses a multidisciplinary team approach, including behavioral specialists, OT, PT, SLP, and educators. For King County, you can go to the following website to learn more about early intervention services:

<http://www.kingcounty.gov/healthservices/DDD/services/babiesAndToddlers.aspx>

We are looking forward to working with your child; please refer to your signed policies and procedures for more information on fees and your responsibilities. Please refer to our marketing information in the clinic for the latest information on MOSAIC services.

Important Numbers & Addresses

Bellevue:

MOSAIC Children's Therapy Clinic
13010 N.E. 20th Street, Suite 300
Bellevue, WA 98005
Phone: (425) 644-6328
Fax: (425) 644-6295

Issaquah:

MOSAIC Eastside Children's Therapy Clinic
1495 NW Gilman Blvd, Suite 4
Issaquah, WA 98027
Phone: (425) 392-2346
Fax: (425) 392-0185

Seattle:

MOSAIC Children's Therapy Clinic
2111 N Northgate Way, Suite 101
Seattle, WA 98133
Phone: (206) 388-3751
Fax: (206) 556-4515