



Parent Handbook

THE LEARNING LANE

Dear New Client,

Welcome to The Learning Lane (otherwise referred to as TLL) a provider of services for families and children with autism. The key to a successful client and provider relationship is to understand the business and treatment aspects of our services. This Parent Handbook contains very important information about our services, financial obligations, and insurance guidelines along with our day-to-day involvement with your child. Please ask any questions you have about what you read. Our program is a cooperative effort between you and our staff. Together we can make a difference in your child's path to positive learning.

Thank you for choosing The Learning Lane.

Sincerely,

Dan Altom

Dan Altom
Executive Director
The Learning Lane



THE LEARNING LANE

I. CALENDAR & HOURS OF OPERATION

HOURS OF OPERATION

Unless otherwise notified, The Learning Lane hours of operation are Monday through Friday 9:00am to 3:00pm.

CALENDAR

The Learning Lane's hours of operation are Monday through Friday throughout the year except for specific holidays below, and certain other days specified by TLL. For more specific information please refer to the calendar posted on our website www.thelearninglane.com.

THE LEARNING LANE'S HOLIDAY SCHEDULE		
New Years Day	Spring Break	Good Friday
Labor Day	Memorial Day	Independence Day
The Day After Thanksgiving	The Day Before Thanksgiving	Thanksgiving Day
The Day After Christmas	Christmas Eve	Christmas Day
	New Year's Eve	

II. DESCRIPTION OF THE PROGRAM

The Learning Lane is a center for children on the Autism Spectrum and Language Delays. We offer a multidisciplinary approach to learning using the principles of **ABA** (*Applied Behavior Analysis*).

Our center based program offers a unique mixture of one on one time balanced with group interaction. Students are exposed to basic learning, cognitive, self-help, and motor skills to further increase their potential.

The staff at The Learning Lane takes the time to get to know your child, but it doesn't stop there. We also take the time to meet and understand the parents. We feel that family is just as important to your child's success as any word or phrase they may learn. Learning doesn't stop once your child leaves our center; therefore we provide guidance to everyone involved, as learning is a continual process.

The primary goal of our program is to provide appropriate services in the specialized environment, enabling the student (through success) to return to a less restrictive environment of his/her parents' choice.

THE PROGRAM

We look forward to working with you and your family to create a learning environment that best meets your child's needs. The Learning Lane's staff addresses a broad continuum of skills, in the areas of behavior, basic learning, cognitive, self-help, motor, and language development.

III. VISION, MISSION STATEMENT, & PHILOSOPHY

OUR VISION

The Learning Lane's intent is to be recognized by their clients, staff and referral sources as an effective provider of services for children with autism. We hope to realize this intent by building an environment in which: services are consumer driven, the highest caliber of staff are retained, diversity is valued, expectations are high, rewards are evident, and outcomes are visible.

THE LEARNING LANE'S CENTER MISSION STATEMENT

The mission of our center is to make every child feel triumphant in some way every day by providing a positive childhood experience.

STATEMENT OF CARE

The Learning Lane believes by using the principles of Applied Behavior Analysis (ABA) positive and meaningful learning can take place.

THE LEARNING LANE'S PHILOSOPHY

The Learning Lane is an Applied Behavior Analysis Center serving children ages from 1 to 7 years of age with autism. Our multi-age classroom intake is on a case by case basis. Our center is also open to typically developing children. The Learning Lane recognizes that children with special needs and those with typical needs benefit immensely from shared growth and learning experiences. By learning and playing together, children learn about differences in abilities and talents, and background experiences that create the rich diversity of our society. Inclusion provides a challenging, enlightening, and motivating environment for all children.

IV. PROGRAM OVERVIEW & POSITION STATEMENT

PROGRAM OVERVIEW

- We provide instruction to children with autism spectrum disorder (ASD), including PDD-NOS and Asperger's syndrome.
- All intervention strategies utilize the principles of Applied Behavior Analysis (ABA).
- Each student's goals are developed based on an initial evaluation using the VB-MAPP and ABLLS-R
- These goals are revised and updated as needed based on the student's progress.
- We maintain a low student – staff ratio (with opportunities for small group instruction).
- Staff receives extensive, on-going training and is evaluated regularly to ensure outstanding performance. All staff competency results are kept on file, and you may review the list at any time.

- Parent training is offered regularly on a variety of topics including toilet training and behavior management.
- We provide a year-round program of instruction.

POSITION STATEMENT

The Learning Lane uses direct observation on an ongoing basis and assessments (VB-MAPP & ABLLS-R) annually to monitor each child's progress.

Learning is a 24-hour a day proposition. Parents are encouraged to have students involved in family and community activities. Every day, each student is actively engaged in the learning process.

V. ADMISSIONS & TUITION

ADMISSION

The Learning Lane follows the same admission process for all children. If there is not a spot open at the time of inquiry, the child can be placed on our wait list. At the time of the next available opening we will contact the family and a decision will need to be made by three business days to fill the spot or we will contact the next person on the wait list.

DRESS CODE

Parents or guardians agree to dress their child in clothing that is comfortable and easy to play in. Tennis shoes are recommended for safety. Open-toed shoes of any kind are not allowed at any time, unless arrangements have been made with your team director.

CHANGE OF CLOTHES/DIAPERS AND WIPES

Provide a minimum of three (3) complete changes of clothes, season appropriate, including socks and underwear (when applicable), to be kept at TLL. REMEMBER TO LABEL EVERYTHING.

If child uses diapers/pull-ups, you shall supply disposable diapers/pull-ups and baby wipes. In the event diapers/pull-ups and wipes are not supplied, TLL may charge for the use of the program supplies.

TUITION

The Learning Lane strives to offer the highest quality of care. Never will your care be contingent on your insurance coverage. "Insurance is a method of payment, not a method of treatment."

Considerable care has been taken to determine our fees. We want to assure you that our charges accurately reflect the complexity of care rendered and the skill and expertise required for your care. Our fees are comparable to those of other highly qualified specialists.

Tuition and other associated fees are billed on a monthly basis. All children enrolling at The Learning Lane shall pay all tuition and associated fees on or before the first day of attendance.

In order to maintain The Learning Lane's high level of services and standards, no portion of any paid or unpaid tuition or fees will be credited or reimbursed in the event of an absence, holiday, withdrawal, or dismissal from the program.

Payment is due in full on the first day of each month's program date. An invoice will be sent home or mailed. **All tuition checks should be made out to The Learning Lane and must be placed in an envelope with your child's name on it and HAND DELIVERED to a Director at morning Car Line. If your child is absent on that day, a parent will need HAND DELIVER the check to a Director at morning carline the next day the child is back at The Learning Lane.**

MUSIC THERAPY

The Learning Lane provides music therapy once a week at our facility by a qualified Music Therapist. For this there is a charge of \$50.00 per month that will be added to your tuition.

SUPPLIES FEE

The Learning Lane charges a supply fee once a year. The supply fee is a charge of \$100.00 per year that will be added to your tuition on your August invoice.

RETURNED AND LATE PAYMENTS

Any returned checks to The Learning Lane will be subject to a processing fee, and any two consecutive checks returned to The Learning Lane will result in your account status being placed on a cash basis. In the event, your request The Learning Lane to re-submit any check, and it is returned, then additional processing fees will apply.

Failure to pay your payment in full on the first day of each month's program date may result in immediate termination of services along with a \$100.00 late fee; this is due to there being no other source of funding for the program.

MEDICAL BILLING

The Learning Lane will not file claims with insurance companies or other reimbursing agencies, but we will refer you to our third party billing company to assist you with this matter. A monthly fee of \$100 per child will be added to your tuition if you choose to use this service. The third party billing service can be discontinued at any time with a 30 day written notice. Please remember, however, the financial obligation for our services is between you and this office, and is NOT between TLL and the insurance company.

Please understand that you are responsible for the payment of all charges incurred regardless of any insurance coverage or other plans available to you and be aware that confidentiality is waived in matters involving collections and the sharing of information sufficient to pursue recovery of debts owed.

Claim forms are for internal office use only, and a comparable report can be provided on a monthly basis as a substitute. The report is also approved for submission to flexible spending / HRA accounts / taxes.

VI. ATTENDANCE & WITHDRAWAL

DAILY ATTENDANCE

INSURANCE: As an effort to continue to provide effective treatment and services to you and your child in accordance with best practices, and to promote a schedule that meets our family's needs and maintain a consistent schedule for the kids each client will be allotted 20 (twenty) missed days each year (January 1st-December 31st). After the 20 absences have been exhausted (day 21) a daily rate will become effective of \$300.00 per day.

PRIVATE PAY: As an effort to continue to provide effective treatment and services to you and your child in accordance with best practices, and to promote a schedule that meets our family's needs and maintain a consistent schedule for the kids each client will be allotted 35 (thirty-five) missed days each year (January 1st-December 31st). Any client missing more than 35 days of services may be subject to discharge from the program.

EARLY DISMISSAL:

All students who need to be picked-up before carline, will need to be picked-up by **2.30 pm**. After this all students will need to be released during car line at **3.00 pm**. This is to allow for more consistency and continuity and lessen interruptions during program time.

All children will be released through the carline lane. If a child is released at another time the parent / guardian **must sign child out through the front desk**. Parent / guardian name must be on authorization list to pick up child before they will be released.

LATE FEES

TLL understands that external circumstances outside the control of our parents are inevitable and may result in a delay in picking up your child. In acknowledging these events, TLL anticipates that our parents will make all reasonable efforts to arrive on time for afternoon carline. In addition, it is not TLL's intent to implement or enforce a rigid "Late Fee" schedule. However, continual or repeated occurrences of late pick-ups, after 3:05 pm, may be subject to having a late fee of \$5.00 for every minute past the five minute grace period applied.

WITHDRAWAL

Clients withdrawing from The Learning Lane should submit a thirty (30) day written notice before the client's withdrawal date. Verbal notification of a client's intended withdrawal is not an official notification, and will not be considered as a withdrawal notification. All normal fees and tuition will apply during the final month.

In the event notice is not given, The Learning Lane will bill for an amount not to exceed one month's normal fees and tuitions.

V. MEALS & SNACKS

All food that will be given to your child while they are attending TLL will be provided by the parents of the child. In addition, please note that the only leftover food that will be saved and sent home is non-temperature sensitive food (i.e. does not require refrigeration). Please do not send food that will need to be reheated, as we do not reheat food.

BREAKFAST

Children MUST EAT BREAKFAST AT HOME, as it will not be offered at the center.

LUNCH

Please pack your child a healthy lunch with a drink, in a lunch kit, labeled with your child's name. If your child does not have a drink we will provide them with water. The lunch monitors will track what child eats and does not eat, and you will be contacted if there are any problems and/or concerns. The Learning Lane cannot be held liable if the snacks/food are not labeled and the child is on a special/restricted diet.

SNACKS

Please pack your child two health snacks along with a drink, labeled with your child's name and AM or PM snack. If your child does not have a drink we will provide them with water. Please note the PM snack is a short snack break before heading to car line so a dry snack will be best for your child. The Learning Lane cannot be held liable if the snacks/food are not labeled and the child is on a special/restricted diet.

LINDER AND TWYLA CLIENTS:

No food items that contain or that have been exposed to peanuts are allowed.

VI. DAILY PROCEDURES

BIRTHDAYS

The Learning Lane is honored to assist you and your family in celebrating your child's birthday. We invite parents to come and have lunch with their children, share a story, or bring in a suitable snack should they wish. Please remember if you bring in treats to share, you bring in enough for every child in your child's classroom. See your child's team director for an accurate student count and to discuss the celebration.

DISCIPLINE POLICY

Discipline will be: individualized and consistent for each child; appropriate to the child's level of understanding; directed toward teaching the child acceptable behavior and self-control. Staff will use methods of discipline and guidance that encourage self-esteem, self-control, self-direction, and the acquisition of new skills. A child will have the opportunity to have a behavior intervention plan that the staff will follow. There will be no harsh or cruel treatment of any child. The following types of discipline and guidance are prohibited: corporal punishment and humiliating, ridiculing, rejecting or yelling at a child.

OUTDOOR ACTIVITIES

The Learning Lane provides scheduled supervised outdoor activities for each child. TLL will follow the following temperature guidelines when working with your child outside as follows 10 degrees Fahrenheit or above with no wind chill, or a heat index below 100. If an air quality is issued by the local weather stations, children will be kept indoors.

CAR LINE:

It is important that students be dropped off and picked up at the designated times. A staff member will be waiting for you at the end of the sidewalk near the covered area. You can enter the parking lot from Grogan's Park Drive/Grogan's Mill or Sawdust Road. Carline proceeds from north to south so please enter carline facing Sawdust road and we will help your child out of the car. Drop off carline will run from 8:55am to 9:05am. Students should arrive by 9:00 am each morning. Students will be dismissed in the same manner at 3:00 pm. If a student is going to be late or leave early for another appointment please notify us in writing with as much advanced notice as possible.

CAR SEAT POLICY

Parents when picking up your child from car line at The Learning Lane and you **do not** have a car seat to transport your child, you will need to sign your child out at the front office. With a staff member accompanying your child back to The Learning Lane front office, once you have parked your car, please come inside and sign out your child and then your child will be released to you from the waiting area of the center. Please review the Texas car seat policy in the link that is provided for you: http://www.txdps.state.tx.us/director_staff/public_information/carseat.htm

STAFF AS BABYSITTERS:

The Learning Lane staff members are often approached by parents for babysitting. The Learning Lane staffs are employees of The Learning Lane. The Learning Lane does not provide respite care at this time. Staff members cannot babysit your child.

ABSENCES:

When a child is ill, parents / guardian should call the front office at (281) 465-3519 by **8:30 AM** and give the child's name, and reason for absence. **Email is not an acceptable way to notify if a child will be out that day due to illness. So please plan to call in if your child is sick and will not be attending TLL.** If a child will not be attending the program because of a scheduled appointment, vacation or other planned absence, parents should notify the office at least one week in advance in writing when possible.

STUDENTS BELONGINGS:

Children should bring a bag to hold their belongings. **All of your child's belongings should be labeled with their name or initials.** This also includes reinforcers. Please remember no toys from home will be brought to the center unless it is a reinforcer or for show and tell. These items will be available to your child when appropriate and be kept in their backpack at all other times.

MEDICAL PROFESSIONALS AND THERAPISTS:

The Learning Lane believes in collaborating with professionals as it relates to the treatment and behavioral success of the child. Meetings or phone conferences can be scheduled with the Clinical and Program Director of The Learning Lane for a fee. Please also complete the authorization for release of information form you will find at the end of the parent handbook.

SOCIAL MEDIA POLICY

The Learning Lane's professional conduct standards and guidelines in connection with social media are as follows:

- Refrain from posting, transmitting or communicating any information or data that is considered confidential, proprietary, sensitive, or is otherwise restricted and privileged information;
- Refrain from posting, transmitting or communicating any information or data subject to local, state or federal law, including the privacy laws under the HIPAA Privacy Act;
- Speak respectfully to others and about others, particularly individuals who are affiliated, were affiliated in the past, or who may become affiliated in the future, with The Learning Lane;
- Beware of comments that could reflect poorly on you or The Learning Lane. Social media sites are not the recommended forum for discussing or sharing personal concerns or complaints regarding matters relating to your employment with The Learning Lane. Employees are encouraged to report such workplace concerns to their immediate supervisor or to the Executive Director so the concerns can be properly addressed;
- Use privacy settings when appropriate, as content online through social media or other related technologies should never be considered completely private;
- If you see unfavorable opinions, negative comments or criticism in connection with The Learning Lane, report the information to the Executive Director of The Learning Lane immediately so that any possible questions or concerns can be addressed timely and appropriately;
- Observe all local, state and federal regulatory requirements with respect to the usage of information and materials that are copyright, contain a trademark or are otherwise restricted from general use by the public domain;
- Refrain from using social media or other related technologies in a way that adversely affects or interferes with your ability, or the ability of others, to effectively and safely perform the duties and requirements of the job;
- Ensure all other policies, procedures and practices of The Learning Lane are consistently adhered to when engaging in activities using social media tools and other related technologies;

- Direct any and all questions and concerns regarding this policy to your team director or to the Executive Director.

The Learning Lane may monitor content accessible and available on the Internet, and reserves the right to remove, or request the removal of, content that violates this policy. Employees who are determined to be in violation of this policy, and at the discretion of the Executive Director, may be subject to corrective action up to and including the termination of employment with The Learning Lane.

WORKPLACE SURVEILLANCE POLICY

The Learning Lane is committed to ensuring a safe, secure and productive working and learning environment for staff and students, respectively. Upholding the reasonable expectations and rights to privacy are also of equal importance to The Learning Lane. Thus, surveillance measures including audio and video recording technologies, which are maintained and in full operational use at all times are located in designated areas throughout the facility. These designated areas may generally include classrooms, break rooms, lunch rooms, hallways, general gathering areas, and/or any other areas, as designated by the Executive Director, where there is not a reasonable expectation of privacy. Audio and video surveillance measures are not installed and in force in areas within the facility where there is a reasonable expectation of privacy. Such areas generally include, without limitation, bathrooms, changing areas, private conference rooms and private offices.

The audio and video footage, in part or in whole, captured by these surveillance measures shall be retained by, and in the custody of, the Executive Director, and/or other authorized representative(s), as approved in writing by the Executive Director. Footage retained by the Executive Director and/or other authorized representative(s) shall be retained for an indefinite period of time, or as required by local, state and federal law. Where required, such footage shall also be retained by, and in the custody of, members of local, state and federal law enforcement. Access to and viewing of the audio and video footage, in part and in whole, captured by these surveillance measures is restricted to the Executive Director, and/or other authorized representative(s), and/or members of local, state and federal law enforcement..

VII. STUDENT HEALTH & WELLNESS

HAND WASHING

As part of The Learning Lanes program, we will be instilling our clients with the best personal skills, including hygiene. All of our staff member both adhere to and teach the children to wash their hands after any visit to the restroom, before mealtime, after diaper changing, and on any other occasion where hands may be dirty.

ILLNESS

Any child becoming ill or having exhibited signs in the previous 24-hour period of a temperature of 100.6 degrees or greater, intestinal irritation accompanied by diarrhea or vomiting, an undiagnosed rash, or abnormal or excessive discharging from the ears, eyes, and nose, shall not remain at TLL.

The Learning Lane will notify parents/guardians immediately after observing any signs of such ailments, and after notification, it is the parent/guardian's responsibility to arrange to pick-up their child within 30 minutes. The child will also be removed from instruction and be supervised by a staff member until a parent picks them up.

To maintain a healthy environment for staff and other children in the program please do not bring your child if he/she has vomited / diarrhea within the past 24 hours or has run a fever in the past 24 hours without the aid of a fever-reducing medication (i.e. Tylenol).

Any child exposed to or have contracted any communicable or infectious diseases shall not return until the disease is treated by the child's physician listed in the Enrollment Application or other health care professional, and is no longer contagious. TLL will require written notice from the physician or health care provider treating any such diseases or infections' validating the child is able to return to TLL.

COMMUNICABLE/CONTAGIOUS DISEASES

The Learning Lane will immediately report, in writing, any occurrence of contagious disease (i.e. chicken pox, pink eye, etc.) your child may have, either directly or indirectly encountered via any type of contact.

Any child who is absent because of a communicable disease, must have written authorization from a professional health care provider confirming that the child is no longer contagious, before returning to TLL.

IMMUNIZATION & MEDICAL RECORDS

To maintain a healthy program, you must submit your child's most recent immunization record or vaccine exemption and medical records before attending the first day of services. In addition, each student's medical records must be updated each year in accordance with Texas State Law.

TLL will only accept official affidavit forms developed and issued by the Texas Department of State Health Services (DSHS), Immunization Branch. No other forms or reproductions will be allowed.

MEDICATIONS

The Learning Lane staff will administer "Approved" over-the-counter and/or physician prescribed medication upon your completion of the Medication Authorization form for each type of medication to be administered. All prescribed medicines must have the prescribing physician's name and prescription number clearly visible and affixed to the medication on the original label provided by the pharmacists.

By signing the Parent Acknowledgement of the enrollment packet you hereby acknowledge that The Learning Lane staff to administer approved over-the-counter medication and/or physician prescribed medications and will only dispense said medications in strict accordance with the instructions provided on the original labeling of each individual medicine. Under no circumstances will The Learning Lane or its employees deviate from the original labeling of administering/dosage instructions.

You further acknowledge and understand that your authorization for The Learning Lane to dispense any approved over-the-counter and/or physician prescribed medications is purely for convenience. Further, I you understand and agree that no member of The Learning Lane leadership team or its employees are specifically training to administer any such medications.

By consent and signature of the Parent Acknowledgement you agree to indemnify, defend, and hold harmless The Learning Lane from any and all claims, demands, actions, liabilities, and expenses, resulting from any employee who may administer approved over-the-counter and/or physician prescribed medications to your child.

VIII. SCHOOL SAFETY

INCLEMENT WEATHER

In the event of severe weather such as hurricanes, flooding, icy streets, etc. please follow your facilities Inclement Weather Policy:

- The Learning Lane @ The Woodlands follows Conroe Independent School District (CISD) guidelines
- The Learning Lane @ Linder Young Learners academy follows Spring Independent School District (SISD) guidelines
- The Woodlands Young Learners Academy follows Conroe Independent School District (CISD) guidelines

IX. EXTRA SERVICES

TRANSITION SERVICES:

When a child is ready to transition out of our program and the parents would like help from The Learning Lane into the new program we will provide these services for a fee. This will not be done for families who leave our services without the 30-day written notice of termination of services.

ARD SERVICES

When preparing for an ARD, a minimum of two hours of research time will be billed. Those hours will be used on the time reviewing the IEP's, phone calls and research on the issue. The rate will be \$100.00 an hour along with the ARD meeting hours billed at the \$100.00 an hourly rate.

OUTSIDE PLACEMENT OBSERVATIONS

Parents may request that the Clinical Director or Program Director observe their child in another educational setting. The fee to observe a student in another educational setting is \$100.00 per hour and the minimum hours to observe a child is one hour.

X. PARENT SUPPORT AND RESOURCES & FAMILY INVOLVEMENT

PARENT SUPPORT AND RESOURCES

The Learning Lane supports parents with frequent contact and interaction between home and school. A DAILY communication folder will be sent home each day. Please make sure you read it and also comment on your child's environment at home. Each child will also be assigned a WEEKLY folder that will be sent home at the end of each week that will have your child's work samples from the week. Please remove all papers in the folder and return the folder to school the next day. Please also visit our website frequently to check on parent group meetings or conferences that are being held in the local area.

OBSERVATIONS:

Parents are welcome to come and observe their child and participate in center activities. We have an observation policy, but we ask that you be courteous and considerate when planning a visit. All observations of your child in The Learning Lane environment will need to be scheduled with your Team Director. The request will need to be submitted in writing at least 72 hours in advance and each request will be handled on an individual basis. When you do visit during student hours, please respect the matter of privacy regarding students. You may be asked to sign a confidentiality form. Please also know that staffs are very busy during program hours. They would love to take the time to chat and answer questions, but that can best be done after students have left for the day. Please remember this is a time for learning and we want to respect the environment and treat the staff as professionals.

Please be courteous to our staff and program times when bringing in family members, especially other children. For all parent conferences and training sessions, we respectfully request that other children do not attend as this is a serious training exercise for our enrolled children and parents/caregivers. This does not apply to special occasions such as birthdays or life cycle events, where family is always welcome with notice given to the director. Our staff are not available to watch relatives of our enrolled children during these times.

FAMILY INVOLVEMENT

The Learning Lane believes in creating a cohesive environment with the center, home and community. Family involvement is a paramount part of all-round integration of the services we provide to our families. During the year we offer several different events for family participation or respite in collaboration with our staff. There are other events during the year which may include; parent workshops, community outings, and field trips. Stay tuned.....