

# miriam

SCHOOL and LEARNING CENTER

## MLC PARTICIPANT HANDBOOK

[www.miriamstl.org](http://www.miriamstl.org)





## MESSAGE FROM THE DIRECTOR

Welcome to the Miriam family! We are committed to helping each student reach his or her potential through quality and specialized therapeutic and educational services. All of our services are individually tailored to help ensure success.

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 families with the support services they may require.

Feel free to drop by the Center's office or email me 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*  
*[brose@miriamstl.org](mailto:brose@miriamstl.org)*



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Webster Groves, Missouri 63119  
Tel: 314.961.1500  
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## MIRIAM'S MISSION

Miriam empowers unique learners by building confidence and a foundation for success.



### WHO MLC SERVES

- Age 2-18 (Grades PreK– high school)
- Children who benefit from a 6:1 group setting when attending programming at Miriam School K-8 or a 10:1 ratio at Miriam High School.
- Children who are verbal at the sentence level and independent in toileting when attending programming at Miriam School or Academy locations.
- Children of all abilities served in their home and school who have needs within the expertise of MLC's staff.

### CENTER HOURS AND DAYS

#### Regular School Year

Mon.- Thurs. 8:30 a.m. - 8:00 p.m.  
Fridays 8:30 a.m. - 4:30 p.m.

#### Summer Hours

Mon.-Thursday 7:45 a.m. - 4:30 p.m.  
Fridays 7:45 a.m. - 4:00 p.m.

Tutoring, therapies, testing, counseling, behavior support, are available year-round.

### TeleSPED SERVICES DAYS AND HOURS

Tele-tutoring and therapy (TeleSPED) are provided year-round, Monday through Saturday, 8:00am to 8:00pm by appointment only.

### DAYS THE CENTER WILL BE CLOSED

- Martin Luther King Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Break (November 21-24)
- Winter Break (December 20-Jan 2)
- Juneteenth
- October 20 (Fall break)
- September 25 (Yom Kippur)
- March 29 (Good Friday)

### INCLEMENT WEATHER CLOSING

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

## CANCELING OR CHANGING YOUR CHILD'S SESSION/ILLNESS

Please do not bring your child to Miriam if they are contagious, have fever, or are ill. If they are feeling poorly, they need rest. 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 four (4) hour notice of cancelling your appointment. Appointments missed or with late notification will result in the parent being charged at the full rate. If you cancel your appointment more than two times per semester, you run the risk of losing your designated day/time slot. 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 staff coordinate a new schedule.

## REFUND POLICY

Summer camp fees will be 100% refunded when withdrawal from the camp occurs before the 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.

## PAYMENT FOR SERVICES RENDERED

Payment for all individual services is due before each session. For ongoing services, a credit card (VISA, MC, or DISCOVER) must be kept on file. Checks and cash (leave only in a sealed envelope) should be placed in the Payment Drop Off Box located inside the Learning Center's office. For ongoing charges, your credit card will be billed twice a month, approximately on the 5<sup>th</sup> and 30<sup>th</sup>. Any child scheduled to receive more than two hours of weekly services will be put on a pre-pay schedule and credit cards are charged weekly before services are provided.

Payment for enrichment classes are due at the time of enrollment. For diagnostics, half of fees are due prior to the first testing session and the remainder is due before final results are released. Checks, cash and MasterCard, VISA and Discover are accepted.

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.

Call the Learning Center for payment details.

## INSURANCE REIMBURSEMENT

The Center can provide you with an insurance-friendly receipt for your child's therapy services, which you may submit to your insurance carrier. You must request this service. Forms are provided monthly. The Center does not bill directly to any insurance company. We are considered out-of-network with all insurance companies.

## EMERGENCY MENTAL HEALTH SERVICES

If your child is receiving counseling services through MLC and is having a mental health crisis or if they are in need of help after regular working hours/days, **call 911, 988, or Behavioral Health Response at 314.469.6644**. If your child is having a mental health issue during regular working hours/days, call the MLC office at 314.961.1500 and we will contact your child's therapist. For any significant emergency, please take your child to the nearest hospital.



## SIBLING AND PARENT ATTENDANCE IN THE CENTER

Parents and siblings are welcome to wait in our waiting areas. Children must be supervised at all times. You are welcome to allow your child(ren) to play supervised on the playground. Check in with the MLC office first to make sure the door leading to the playground is unlocked so you can get back into the building. Unfortunately, the gym is used for therapy and is not available to families even when it is not in use. You are welcome to bring food and drinks into the wait area provided the area is clean when you leave.

## CHILD PICK UP

Please arrive 5 to 10 minutes before the end of your child's session. 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.

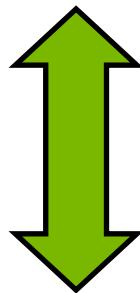
Children who are picked up from summer camp more than 15 minutes late will be charged a fee of \$5 per minute. This fee must be paid the following day.

## ENTRANCE AND PARKING PROCEDURES

If you arrive at the Miriam School Monday through Friday 3:30-3:40 during school dismissal, you may enter on Bacon and park in the front lot or enter off of Bismark and park in the back. If you do not come during dismissal, you may also park on the side of the building in MLC customer parking as indicated by the parking signs or any unoccupied parking spot. Enter the Center from the east side of the building (up the stairs or ramp) and ring the doorbell on the wall. Please do not go to the gym door. There is no access from that door.

## 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 against, you may follow the Grievance procedures outlined below.



## GRIEVANCE PROCEDURES

The Learning Center's staff works very hard to ensure that we are meeting your expectations. We will 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 area supervisor 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 area supervisor, you may contact the MLC Director at [brose@miriamstl.org](mailto:brose@miriamstl.org).

## PERSON-CENTERED TREATMENT PLANS

All of Miriam's services are individualized to meet the needs of each student. Parents, the student, and the child's primary treatment provider and/or teacher work together to develop a person-centered treatment plan that will help move each student to the expected outcomes. The student and guardian/parents' input are considered the most important part of a child's treatment. Based upon the presenting issues and a formal or informal assessment, all involved parties will help establish goals and outcomes for the child. The person-centered treatment plan is the foundation of a child's treatment. Plans are reviewed frequently to update objectives and to ensure they are appropriate, as the child's needs change overtime.



## PARENT PARTICIPATION IN TREATMENT/ CONFIDENTIALITY

Parents are encouraged to participate in their child's therapy. Our therapists provide valuable information during each session that may be helpful to use at home and in the school. 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 but details of counseling and other HIPAA protected sessions will not be shared. However, you will be immediately informed if the therapist ever feels your child is at risk of harming self or others. Confidentiality is explained to your child during his/her first treatment session.

## YOUR RIGHTS AND RESPONSIBILITIES

As a program participant, you have the right to:

- \* Participate in a program without discrimination and harassment.
- \* Receive reasonable accommodations during programming to help ensure you are successful.
- \* Have open and transparent communication with all levels of management and treatment staff.
- \* Be treated with respect and dignity.
- \* Be included in and considered first in all decisions.
- \* Have your voice heard.
- \* Have the right to refuse treatment.
- \* Have your privacy maintained within the guidelines of the law.
- \* Be informed of the actual cost of your program.

As a program participant, you have the responsibility to:

- \* Fully participate in your program.
- \* Provide constructive feedback about your services so staff can better serve you.
- \* Communicate absences in a timely manner.
- \* Provide input into your program goals and objectives.
- \* Follow through with treatment goals.
- \* Behave in a respectful manner free of offensive language and actions.
- \* Demonstrate behaviors that will not interfere or impede the success of other participants.
- \* Be free of drugs during programming.
- \* Pay for services in a timely manner.



## REQUEST FOR RECORDS

You may request a copy of your child's records by emailing [gporter@miriamstl.org](mailto:gporter@miriamstl.org) from your email we have on file or by submitting a request in writing in care of the Learning Center. Please specify the type of records you are requesting, the dates of the service, and if you wish a paper or electronic copy. You will receive the requested information within 14 working days. A guardian/parent must sign a release of information form to release records to any third party person. Call 314-961-1500 to receive a form. Psychotherapy notes are protected by law and will not be shared. A mental health summary can be provided at an additional cost.

## WHAT TO EXPECT WITH TESTING

We like to create the optimal testing environment for your child. You know your child the best and can pick the time of day and location that will be most comfortable for your child. Most testing can occur, with permission, at your child's school or at the Learning Center. ADOS testing is only done at the Center. We never like to test for more than two hours at any one time unless specifically requested by the parent. Frequent breaks are given. Depending upon the type of testing, your child can be seen for up to three sessions to finish testing.

Please complete and return requested rating scales in a timely manner. Failure to return them quickly can result in a delay in getting your child's report completed.

After testing is completed, please allow three to four weeks for the final report to be completed. A meeting will be held with you to go over the report. This generally takes about one hour.

Half of the cost of testing is due prior to the first testing session and the other half is due before the final results meeting. You will receive a draft report when we review the results and the final report will be emailed to you within one week.

## 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.

## DRUG-, TOBACCO-, AND WEAPON-FREE ZONES

We promote a healthy and safe environment for all of our employees and the individuals and families we serve. All of Miriam's locations are drug-, tobacco-, and weapon-free zones. Please do not bring any illegal drugs, tobacco and vaping products, alcohol, prescription drugs that can be abused, and weapons on any Miriam campus. Per Miriam's policy, infractions can lead to disciplinary actions including warnings and counseling, and can progress to immediate discharge of a participant from services. MLC only administers medications for students during summer camp. Make sure you have given your child medications before he/she participates in outpatient services.

## CODE OF ETHICS

All of Miriam's licensed and certified staff uphold the code of ethics associated with their licensure or certification. Our code of ethics ensures that we maintain a professional relationship with our program participants and families. It also ensures that we provide accurate information regarding our programs, that we do not discriminate against any clients or families, and that we are transparent in our business operations and reporting. If you feel that Miriam's policies do not reflect our code of ethics or feel that the code has been violated, please report concerns to Miriam's Human Resources department at 314-962-6059.



## BEHAVIOR INTERVENTIONS

MLC's programs provide a wide variety of behavior interventions to help students grow in their social and emotional development. Our behavior support philosophy stems from implementing positive behavior supports to increase desired behavior. This may include identifying adaptive behaviors to replace less desirable ones and providing positive reinforcement when the student exhibits the desired behavior. Our Board Certified Behavior Analyst can help design a Behavior Intervention Plan (BIP) that provides support for children in school, at home, during programming, and/or in the community. Behavior Aides can help implement the BIP and take data to ensure the student is making progress in his/her goals. They also reinforce the desired behaviors while working directly with the student. Staff may help a child take a sensory and other type of breaks to help the student regain composure. If a child displays significant behavioral risk to self or others, he/she may not be able to participate in programming at a Miriam campus until the behaviors improve.



## SHARING INFORMATION

The information we collect on you or your child is confidential and will not be shared with external entities without your written consent. Some information is shared with our billing department so we can bill for services. The information shared does not include confidential treatment information. It may include demographics, dates and times of service, and what service was provided. Depending upon your funding source, we also may provide information to your funder in order to seek reimbursement for your services. DMH requires monthly progress reports to be sent with billing. These reports are more generic and will not include confidential details. With your written permission, we may seek information from other sources to help assess the program participant's strengths and weaknesses. We document each visit with a treatment note that is maintained in a confidential and HIPAA compliant cloud-based system. If you are receiving treatment by more than one Miriam therapist, information in your web-based chart may be shared to provide coordinated care. Your information will never be sold to external sources. On occasion, Miriam participates in research studies with higher education schools. Families must provide written permission in order for an individual to participate in research.

## TRANSITION SERVICES

If you are completing a Miriam program, if needed, we can provide you with community referrals to help you transition to your next step in treatment. A discharge plan is designed for all counseling clients who complete a program. This plan is shared with the student and, when applicable, the family. Once discharged, a Miriam therapist or supervisor will contact all counseling clients one to two months after they completed or left the counseling program, to make sure the discharged student is being successful.

## USE OF SECLUSION/RESTRAINTS IN TREATMENT

MLC never uses seclusion or restraint to address behavior issues. We feel that behaviors are a means of communication and strive to help our students learn positive coping skills to handle their mood and emotions. If a child becomes dysregulated and becomes harmful to him/herself or others, we may have the parent or police intervene to ensure safety of other students and staff.

## ASSESSMENTS

Depending upon your child's program, he/she may participate in an assessment to identify strengths and challenges that will help develop goals for your child's treatment plan. Your child will be periodically assessed throughout his/her programming to show progress.

**Tutoring:** Children who enter tutoring for reading, writing, or math instruction can receive an assessment using the Woodcock Johnson Academic Achievement Tests in the area of instruction. This assessment will be completed during the first one or two sessions. Grade norms will be used to identify a starting point for your child. Subsequent testing at six months will show the progress your child has made. You will be given a print out of the results. You have the right to decline testing.

**Counseling:** Children participating in counseling will be assessed using the Pediatric Symptom Checklist. This checklist indicates a numerical level that relates to mental health symptoms. Each child's clinician will also interview the participant, parent, and possibly a teacher to gather more information. Additional standardized testing may also occur during the assessment. The child is reassessed for progress during each session.

**OT/PT/SLP Treatment:** If your child does not have a formal assessment for therapy, his/her therapist may complete an assessment during the first and/or second therapy session. Assessments will be related to the areas of concern you have indicated. We accept evaluations from other providers that are less than one year old. In order to provide physical therapy, a prescription from your child's physician is required before and assessment or treatment can be provided.

**Behavior Support:** In general, we require a Functional Behavior Analysis prior to starting support treatment. This involves our Board Certified Behavior Analyst looking at the function of your child's behavior and establishing an appropriate intervention plan.



## **PROGRAM RULES**

- ⇒ **Attend all treatment sessions & remain in your treatment area.**
- ⇒ **Appropriately voice your wants & wishes.**
- ⇒ **Fully participate in setting goals.**
- ⇒ **Be respectful to other participants & staff.**
- ⇒ **Attend treatment without being under the influence of mood altering substance (illegal or prescriptions drugs or alcohol) or you will be sent home and a meeting will be held to determine if and when you can return.**
- ⇒ **Use self control.**
- ⇒ **Respect property.**
- ⇒ **Be respectful of all safety rules and policies.**

## **READMISSION FOR SERVICES**

If your child does not currently meet eligibility criteria for a program, we will tell you the reason that your child is not accepted. We will also offer suggestions to help your child prepare for possible admission the next year or we will provide you with alternative programs that can better meet your child's needs.

If for some reason, your child was discharged from a Miriam program at Miriam's request, we will provide resources for your child to help work on the area(s) of concern. Children who were released from a Miriam program will be considered for readmission on an individual basis.

You have the right to understand why your child was not accepted into a Miriam program, however, Miriam reserves the right to deny program entrance if a child does not meet program entrance criteria.

## **PARTICIPANT RECORDS**

Your child's records will be maintained in our cloud-based file system for a minimum of seven (7) years or as otherwise required by law. Evaluations and other data may not be available upon request after that time. You may request copies of your child's records. Some fees may apply.

## FAMILY SATISFACTION QUESTIONNAIRES

Each year, you and your family will be asked to complete a short satisfaction questionnaire online about the services 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. You may also contact the MLC office anytime and provide feedback about our services.



## 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, and free of frequent accidents, and be able to self-manage clothing in order 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.

## SCHOLARSHIPS

Scholarships may be available for testing, summer camp, and enrichment classes for children who would like to attend MLC programs. Families with an Adjusted Gross Income of less than \$80,000 per year may qualify.

You can access a financial aid form on our website, [www.miriamstl.org](http://www.miriamstl.org), by selecting Miriam Learning Center, For Parents, and Financial Aid Forms. The form must be submitted with required documentation before awards can be made. Awards are on a first come first serve basis, as long as scholarship dollars are available.

# **Miriam Learning Center Services**

**COMPREHENSIVE PSYCHO-EDUCATIONAL EVALUATIONS**

**AUTISM EVALUATIONS (ADOS)**

**ADHD EVALUATIONS**

**DYSLEXIA EVALUATIONS**

**PSYCHOLOGICAL EVALUATIONS**

**FUNCTIONAL BEHAVIOR ASSESSMENTS**

**POST HIGH SCHOOL EDUCATIONAL EVALUATIONS**

**OCCUPATIONAL THERAPY AND EVALUATIONS**

**SPEECH/LANGUAGE THERAPY AND EVALUATIONS**

**PHYSICAL THERAPY AND EVALUATIONS**

**TUTORING WITH SPECIAL EDUCATION TEACHERS**

**TUTORING WITH CERTIFIED READING SPECIALISTS**

**SUMMER SPECIALTY CAMPS**

**EDUCATIONAL CONSULTATION**

**IN-SCHOOL SUPPORT SERVICES**

**BEHAVIOR MANAGEMENT – ABA/BCBA**

**MUSIC THERAPY AND LESSONS**

**COUNSELING**

**BEHAVIOR AIDES**

**PROFESSIONAL DEVELOPMENT TRAINING**

**TEACH THE TEACHER (HOMESCHOOLING OPTION)**

**TeleSPED**

**(on-line Counseling, Speech-Language Therapy, Tutoring)**

## RESOURCES

Legal Services of Eastern Missouri.....	800-444-0514
Children's Advocacy Services of Greater St. Louis.....	314-516-6798
United Way Information Line for Services.....	211
Missouri Protection and Advocacy Services.....	800-392-8667
MPACT (Educational Advocacy).....	800-695-5957
Behavioral Health Response (BHR).....	314-469-6644
Crisis Line.....	988
Homeless Services Hotline.....	314-802-5444
National Human Trafficking Hotline.....	800-373-7888
Child Abuse Hotline.....	800-843-5678
St. Louis Area Foodbank (Pantries).....	<a href="http://stlfoodbank.org">stlfoodbank.org</a>

## MLC ADMINISTRATION CONTACT INFORMATION 314.961.1500

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partnering.  
investing.  
empowering.



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