



# Family Support Center

Strengthening Families - Protecting Children - Preventing Child Abuse

## PARENT HANDBOOK

*Dedicated to Protecting Children, Strengthening Families, and Preventing Child Abuse*

### **Operating Hours:**

Monday

10:00 am – 2:00 pm

Tuesday – Friday

10:00am – 2:00pm, 4:00pm – 8:00pm

Saturday

10:00am – 2:00pm

**HOURS SUBJECT TO CHANGE**

### **Address:**

310 W. 200 N.

St. George, Utah 84770

**Nursery line Phone # 435-674-5133**

**24 HOUR CRISIS HOTLINE # 435-773-0585**

[www.fsc4kids.org](http://www.fsc4kids.org)

## **Dear Parents,**

Welcome to the Family Support Center of Washington County's crisis and respite care nursery. Attached is our Parent Handbook. Our services are designed to provide your children with a safe and enjoyable time with us. This will help make your time away from them worry free.

Please keep this information available for your own reference and never hesitate to call with any questions or concerns. Our phone number is 435-674-5133. This number will also connect you to our 24-hour crisis hotline in case of emergency situations.

We will not discriminate based on race, religion, national origin, age, gender, or disability. We will provide services to anyone who meets the guidelines of our program and for whom we are licensed to provide services to.

The Family Support Center of Washington County reserves the right to refuse services to anyone who has been uncooperative, abusive, or neglectful in dealing with Center staff and or/policies. We reserve the right to refuse services to children who have a history of violence, sexually reactive behaviors, may attempt to run away, or who are at risk of harming other children or themselves.

### **Some of the reasons parents schedule their children for respite care include:**

- Medical, Dental or therapy appointments
- Support groups (AA, NA, Grief, DV, etc.)
- Parenting skills classes
- Job search
- DWS meetings
- Generic "stress breaks" (Date night, alone time, etc.)

### **Some of the reasons parents may consider leaving their children for crisis care include:**

- Emergency medical situations
- Birth of a sibling
- Serving jail time
- Struggling with family emergencies
- Overwhelming grief or mental distress, etc.

Crisis care can be requested for any time the child may be put into an unsafe situation.

## **What is the Family Support Center of Washington County?**

The Family Support Center is a non-profit organization licensed by the State of Utah to provide crisis and respite care for children ages birth through eleven. We provide parents with support during times of crisis, providing a safe homelike environment where they can leave their children.

The Family Support Center collects non-identifying statistical data from parents who use the contractor's services for State and Federal reporting purposes.

In accordance with Utah law, Code 62A-4a-403, every person in Utah including the Contractor is legally obligated to report all suspected child abuse, neglect, and/or dependency.

If a crisis should occur and the situation requires an overnight stay, staff will be allowed to sleep. The facility's doors have an alarm that will trigger if any child should attempt to flee.

## **What services does the Family Support Center provide?**

### **Other available services:**

Adoption Support Respite

Parenting Classes

**\*Please note:** Children are scheduled on a "First scheduled, First Served" basis for respite care. However, children requiring crisis care will always take priority over any other scheduling. Please understand that we will call you if we need to cancel scheduled respite care appointments for your children to make room for children in crisis. If possible, we will attempt to reschedule the respite care to another date and time available.

## **HEALTH CARE AND GUIDELINES**

Children who are ill are not allowed to be at the Center due to risk of infecting others. The following are standard guidelines to go by when trying to determine whether you should bring your child into the Center.

**A child will not be accepted with:**

- **Fever (Child must be fever free without medications for 24 hours before returning)**
  - **Diarrhea**
  - **Vomiting**
  - **Mouth Sores**
  - **Rash (Bleeding & increased pain which causes crying)**
  - **Eye Infections (Child must be treated for 24 hours before returning)**
  - **Infestation (Lice, Pinworm, Scabies, etc,)**
  - **Impetigo (Infectious Sores)**
  - **Strep-Throat**
  - **Ringworm Infections**
  - **Green Runny Nose**
  - **Uncontrolled coughing**
  - **Chicken Pox (Child & exposed siblings may not return until all lesions have dried & crusted)**
  - **COVID-19 or COVID-19 symptoms.**
  - **Any other illness that may cause pain or prolonged crying that should be soothed by a parent.**
- 1. The Center reserves the right to deny any child that staff members feel has any of the above symptoms or is obviously too sick to be at the Center.**
  - 2. A child will not be allowed to return until the Center staff feels that the child is well enough. A note from the physician may be requested.**
  - 3. If a child experiences signs of illness while at the Center the parent WILL be contacted to pick up their children immediately.**

## **PARENT RESPONSIBILITIES**

- **CALL AHEAD OF TIME:** We will need to know the following information when you schedule, 1: Date & Time of drop off & pick up 2: How many children 3: Ages of children 4: Reason for scheduling.
- **COME ON TIME:** Dropping off and picking up your child on time is very important. **Do not bring your child early or pick up late as this may interrupt another child's schedule.**
  - Please call if you are going to be late or cancelling.
  - If you are more than 15 minutes late without calling, your scheduled time will be cancelled and given to another child.
  - Once a family has three repeated no shows or if you are 10+ minutes late (three times within a 3-month period) you will be asked to speak with the Director before you can be scheduled again, upon doing so will result in a 30-day suspension.
  - If you have divided up your respite hours into more than one visit and no show on your first visit; with no attempted phone call, your other appointments will be cancelled.
- **LABEL ALL SUPPLIES YOU BRING:** By putting your child's name on diaper bags, bottles, etc. we can make sure you leave with what you bring. Staff is not responsible for items lost at the center. **NO ELECTRONICS, TABLETS, PHONES ETC. ARE ALLOWED IN OUR FACILITY!**
- **PLEASE HONOR OUR MEALTIMES:** We provide meals and snacks. Please let the staff know if your child needs to be fed. It is the parent's responsibility to let the staff know if your children have allergies. Do not bring food for your children to eat while they are here, as it can endanger our licensing and is prohibited by the CACFP.
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**NOTE:** Due to staff to child ratios- parent/guardian(s) of children who are inconsolable after 30 minutes will be contacted and asked to pick up their child.

*In the unlikely circumstance that a child needs to access crisis respite services but the parent does not have photo identification, the Nursery Coordinator will determine alternatives on a case by case basis and do so based on the safety of the child and which other alternative forms of ID the parent could produce. Because it is required to call ahead and schedule with the nursery before showing up, we can emphasize the photo ID requirement. If potentially, a parent does not have ANY form of photo identification (government issued, employer issued, etc.) our organization would have to ask for other forms of identification.*

## **CLIENT GRIEVANCE PROCEDURE**

The Family Support Center Staff will do their best to help you, but if problems arise and you are unhappy about the services you have received, there is something you can do.

Please contact the Executive Director, and explain your problem/concern. They will arrange a time to meet and discuss the situation. They will then examine all aspects of the problem and talk to the staff members involved. After this investigation, the Executive Director will inform you in writing of the results and any steps taken to resolve the problem.

If you still feel as though the problem hasn't been resolved, you are encouraged to write a letter to The Family Support Center Board of Directors. The Board will meet to discuss your grievance and you will receive a response in writing within 30 days. If this does not adequately meet your needs, you may make written contact with the DHS Contract Specialist assigned to monitor The Family Support Center of Washington County. The Contract Specialist will respond as they deem necessary.

**2021/2022 Days Center Will Be Closed**

**\*We are closed for respite services on all State and Federal Holidays.**

<b><u>Date</u></b>	<b><u>Holiday</u></b>
Monday, July 5th	Independence Day
Saturday, July 24th	Pioneer Day
Saturday, September 4th	Labor Day Break
Monday, September 6th	Labor Day
Monday, October 11th	Columbus Day
Thursday, November 11th	Veterans Day
Thursday, November 25th	Thanksgiving Day
Friday, November 26th	Thanksgiving Break
Saturday, November 27th	Thanksgiving Break
Friday, December 24th	Christmas Eve
Saturday, December 25th	Christmas Day
Saturday, January 1st	New Years Day
Monday, January 17th	Martin Luther King Jr. Day
Monday, February 21st	President's Day
Saturday, April 16th	Easter Break
Monday, May 30th	Memorial Day
Saturday, June 4th	FSC Family Event

# JOB SEEKER QUICK START



It's easy  
to find  
jobs!



Download the  
**UTAH JOBS**  
mobile app



[jobs.utah.gov/jobseeker](https://jobs.utah.gov/jobseeker)

For no cost, you can:

- View thousands of current job listings
- Get employer contact information
- Explore career options and get economic information, such as current wages
- Access job seeker guides and resources
- Find information on training services
- Search for child care

## Here's how to get started on your online job search:

1. Download **Utah jobs mobile app**  
OR  
Go to: [jobs.utah.gov/jobseeker](https://jobs.utah.gov/jobseeker)
2. Use the **Search** feature to begin browsing  
OR  
**Sign In** to manage your account, access additional services or refine your job search.  
**Not registered with us?** To begin, select **Register** and choose your sign
3. Once you've signed into your account, you will then be taken through a series of screens asking for information regarding your education, job history, etc. to help refine your job search. You can return at any time to complete or update your information. Your information is always saved.



Equal Opportunity Employer/Programs • 07-57A-1017 • Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

americanjobcenter





**REQUEST FOR TREATMENT**

I request services through The Family Support Center of Washington County. I understand that all information obtained concerning me and/or my children whether through writing or orally, will be kept confidential with the Center with these exceptions:

1. I sign a release specifying to whom the information is to be released to, what information I want to be released, and for what time period information may be released.
2. Upon proper court order.
3. In emergencies when it appears I may be in danger to others or myself.

**AUTHORIZATION TO RELEASE INFORMATION**

I authorize The Family Support Center to release information to the individuals/organizations noted below. I understand that this information is considered confidential and will only be released at my request or as deemed necessary. I also understand that I may make revisions or revoke this authorization at any time. (A photocopy of this authorization is acceptable with a valid signature).

**Release to:** \_\_\_\_\_

**What information to be released:** \_\_\_\_\_

**Time duration:** \_\_\_\_\_

**MEDICAL CARE AND TRANSPORTATION PERMISSION**

I give permission to The Family Support Center staff to take whatever steps may be necessary to obtain emergency medical/surgical care if warranted for the care and protection of this child while under their supervision. Any expenses incurred will be the responsibility of the child's parent or guardian. It is understood that in some medical situations, the staff will need to contact the local emergency resource before the parent or other adult acting on the parent's behalf.

In case of emergency, I hereby give permission to The Family Support Center staff to make arrangements for emergency transportation. I also understand that the child will be transported to an appropriate medical facility by the local emergency unit for treatment, if the local emergency resources deem it necessary.

I indemnify and hold harmless The Family Support Center of Washington County for the fulfillments of its legal responsibilities stated above. All of the information on this sheet has been clearly explained to me by a staff member and I acknowledge that I understand it and that I am willing to abide by it.

**CONTRACT RIGHTS (Consumer Rights):**

The Utah Family Support Centers believe that all consumers have rights that must be acknowledged and respected. The following rights are contained in the Family Support Center policies and procedures and are available for clients review. It is important that all consumers have a clear understanding of their responsibilities in using services. Each consumer will be made aware of the following:

1. Confidentiality of information and privacy for both current and closed records.
2. Reasons for involuntary termination and criteria for readmission into the program.
3. Potential harm or acts of violence to consumers or others.
4. Consumer responsibilities and rules of conduct.
5. Grievance and complaint procedures. Freedom and discrimination.
6. The right to be treated with dignity.
7. Utah Clean Air Act

**Parent Agreement**

1. I agree to follow the guidelines as specified by the Family Support Center (FSC) when leaving my child at the facility.
2. I understand that the FSC is designed to assist and support me in my role as a parent/guardian.
3. I agree to call ahead to schedule appointments. (Exceptions can be made in crisis situations).
4. I am aware that crisis situations require the highest priority and I can have my scheduled time cancelled to make way for children who are at greater risk of abuse and/or neglect.
5. I agree to keep appointments and to give proper notice of any cancellations. I understand that if I am 15 minutes late without prior contact, my appointment can be cancelled and given to another family.
6. I agree to make other care arrangements when my children are ill. I understand that services may be discontinued if I bring my children in when they are ill. Any illness must be reported to the staff prior to drop off.
7. If I fail to comply with FSC rules/guidelines, I may be required to meet with the Director before services can be reactivated.
8. I have the responsibility to request a meeting with the Director at any time there may be concern regarding a staff member. If I do not feel meeting with the Director is appropriate, I will request a meeting with a member of the Board of Directors.
9. I understand that any information obtained about me and/or my children while receiving services from FSC is considered confidential with these exceptions: (1) I sign a release of information; (2) If a court order is presented; (3) If I appear to be a danger to myself or others; (4) In cases where child abuse and/or neglect is suspected; (5) And as the law requires.
10. I have received a copy of the parent handbook and understand its contents. I understand that as long as I am receiving services from FSC, I must abide by the guidelines outlined in the handbook.

**PARENT COPY**