



ABove the Clouds (ABC)
Comprehensive Infant Development Program
Family Agreement and Information

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| Child's Name: _____ Birthdate: _____ |
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Program Principles

- Each child's qualities should be celebrated and needs addressed.
- Children learn through playful and rewarding experiences.
- Children thrive when expectations are clear and build on current skills.
- Positive skill building is more effective than punishing problem behaviors.
- Families are a young child's most important teachers and role models.
- The interventionist is most helpful as a parent coach and support system, rather than a private tutor who works with the child apart from the family.

Program Policies

- ❖ Parents (or their designated substitute caregivers) will accompany the child during all therapy visits.
- ❖ Intervention is offered in the family home, unless the parent or guardian requests a different site, or a special community outing is planned.
- ❖ Rescheduling of some visits is inevitable, due to illness and family emergencies, but missing visits frequently will be addressed with a phone call/letter from program staff, then collaboration with VMRC.
- ❖ Families are not expected to significantly change their home environments to accommodate the program, but are instead encouraged to allow the home visitor to observe and participate in typical family routines.
- ❖ However, limiting excess noise and activity (such as television, phone conversations, other adult conversations, etc.) that distract the child during visits should be kept to a minimum.
- ❖ Families should usually determine their preferred course of action for toddler's problem behaviors. Interventionists may demonstrate or suggest structure and redirection to help children engage in positive ways.
- ❖ The VMRC Service Coordinator assigned to each child is available to families to provide objective information about Early Start and to mediate disputes.

Date of Agreement: _____

Signatures: _____
ABC Staff
Parent/Caregiver



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Grievance & Feedback Procedures

Child's Name: _____ Birthdate: _____

Our goal at ABove the Clouds is to bring improvements and ideas and assistance to your child and your family. If our services are having the opposite effect in your home, and your stress level is increasing or you are experiencing more worries for your child, then we want and expect you to ask for changes!

Most often, it's a bit like telling your good friends that calling or dropping by after 8:00 really messes up the kid's bedtimes; you want to stay friends but you really want them to stop that annoying habit! But in rare instances, something may happen that makes you so uncomfortable that you need to take a break or stop services. In either case, you are welcome to contact us directly or you may feel more comfortable bringing in your Service Coordinator at Valley Mountain Regional Center to help you negotiate the difficulties you are experiencing.

Here are suggestions of what to do if you need ABC to make changes to our services:

1. Consider asking your service provider directly about what changes could be made in your interactions, to improve your comfort and confidence.
2. Call our ABove the Clouds office staff at 402-6630 to ask for guidance and/or request that a message (or reprimand) be given to your service provider.
3. Call your VMRC Service Coordinator to talk over concerns, or request help filing a complaint or report*.

Do not hesitate to request changes if you have concerns.

Please sign below to record that you have received this information

Parent Signature & Date

Staff Signature & Date