



# EMERGE CLUBS HANDBOOK

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# ABOUT EMERGE CLUBS

At Emerge Pediatric Therapy, we are committed to creating a space that is inclusive of all neurotypes. We follow the latest research and plan each club session based on the individual needs of each child within the group dynamic.

Emerge Clubs run three times a year, with rounds in the Spring (February-May), Summer (June-August), and Fall (September-December). Dates vary each year and are determined based on the local public school calendar.

**In order to ensure a consistent group environment, an Emerge Club may be cancelled if there are not at least 4 children enrolled in the club.** If your child's club is cancelled, you will be notified one week before the scheduled start date. You will not be charged for the club until at least 4 children are enrolled.

**In order to ensure that the safety and regulation needs of our clients are met, participating in an Emerge Club is dependent upon therapist recommendations and is subject to change following the first 3-4 weeks of clubs.** For current clients, individual therapists may recommend a club. For new clients, a free, 30 minute screening is required. Each Emerge Club has unique criteria for enrollment that is used to determine recommendations by the therapists. While we do our best to ensure that clients are appropriately recommended for each Club, it is challenging to know with certainty whether a client will have the support that they need and the ability to work on individual skills within the context of each unique club dynamic. If the Emerge co-leaders are unable to support your child's regulation needs and keep them safe in the Emerge Club, then participation may be discontinued. In this case, a prorated refund will be issued and the Club co-leaders will assist you with determining the best next steps for your child. Emerge Club co-leaders will be transparent with their concerns and provide you with information on accommodations that were trialed before officially discontinuing a child's participation.

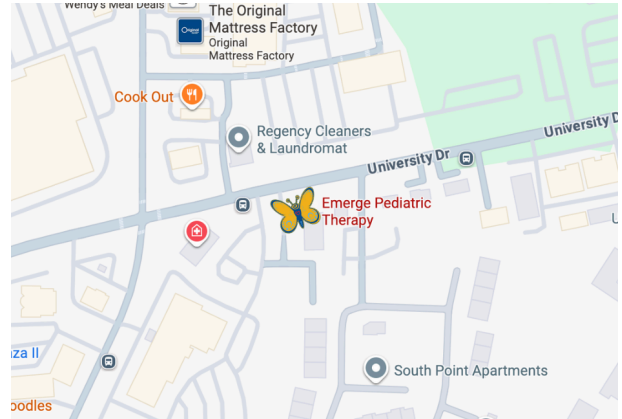


# ABOUT EMERGE CLUBS

## Locations

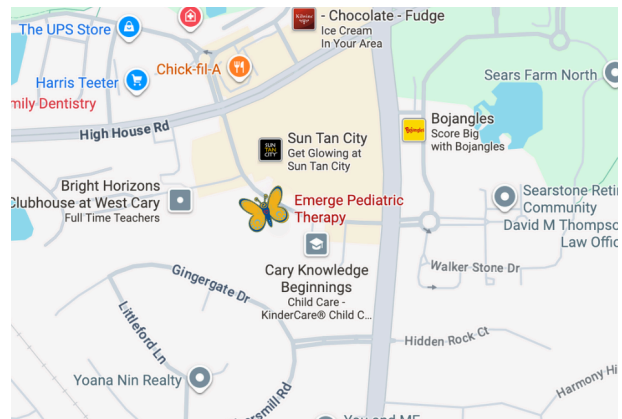
### Durham

3905 University Dr, Durham, NC 27707  
P: (919) 928-0204 F: (919) 229-4993  
info@emergepeds.com  
Clinical Manager: Kelly Goad



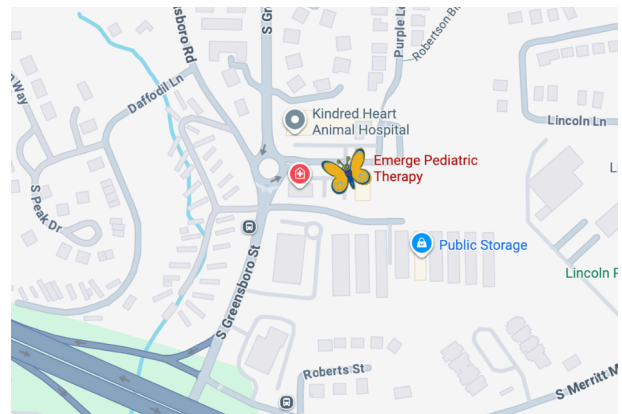
### Cary

200 Cornerstone Dr Suite 101, Cary, NC 27519  
P: (919) 338-1522 F: (984) 241-0118  
cary@emergepeds.com  
Clinical Manager: Erin Liuzzo



### Carrboro

110 Two Hills Dr, Carrboro, NC 27510  
P: (919) 338-1490 F: (919) 338-1021  
carrboro@emergepeds.com  
Clinical Manager: Tessa Gacovsky





# ABOUT EMERGE CLUBS

## Points of Contact

If you need to cancel your child for the week, you can contact the front desk staff:

- Durham: (919) 928-0204
- Cary: (919) 338-1522
- Carrboro: (919) 338-1021

If you have any questions regarding your child's participation/performance in an Emerge Club, please contact your Club's co-leaders.

If you have any questions or feedback, regarding policies, procedures, or the enrollment process, please contact your specific clinic's Club Lead:

- Durham's Club Lead: Emily Mitchum - [emily@emergepeds.com](mailto:emily@emergepeds.com)
- Cary's Club Lead: Mackenzie Stirewalt - [mackenziet@emergepeds.com](mailto:mackenziet@emergepeds.com)
- Carrboro's Club Lead: Morgan Armstrong - [morgan@emergepeds.com](mailto:morgan@emergepeds.com)

For larger concerns regarding Emerge Clubs (to include cost, curriculum, enrollment criteria, etc), please contact:

- Club Coordinator: Emily Mitchum - [emily@emergepeds.com](mailto:emily@emergepeds.com)



# REGISTRATION PROCESS

## Current Clients

If you are a current Emerge client who was recommended directly for an Emerge Club by your child's therapist, then the following steps will be followed:

1. Complete the club registration form on our website
2. Receive an **email** from an Emerge Client Relations Coordinator (CRC) confirming your registration.
3. Receive an **email** from our EMR system, Ocean Friends, requesting that you complete our "Credit Card Authorization" and "Clubs Handbook Acknowledgement Form," indicating that you have received and understand the information in this Handbook.
4. Receive a **call or text** from an Emerge CRC to confirm if you would like to pay in full or if you would prefer a payment plan.
5. Initial payment will be taken before the start of club once registration has reached the minimum capacity (4 children enrolled). You will be provided with at least 3 business days notice prior to collection of this initial payment.

## New Clients

If you are **not** a current Emerge client, then the following steps will be followed:

1. Complete a registration form on our website
2. Receive a **call or text** from an Emerge Client Relations Coordinator (CRC) to schedule a free, 30-minute screening
  - a. This screening must be scheduled within a week of being contacted
  - b. A spot in the club will not be held if the screening is completed greater than one week after being contacted
  - c. Club participation is not finalized until AFTER your screening has been completed and participation has officially been recommended by the screening therapist
3. Receive an **email** from an Emerge CRC confirming your screening.
4. Following your screening, receive an **email** from the screening therapist with recommendations (recommended for Club vs. recommended for individual services).
5. If your child has been recommended for an Emerge Club, the following will occur:
  - a. Receive an **email** from our EMR system, Ocean Friends, requesting that you complete our "Credit Card Authorization" and "Clubs Handbook Acknowledgement Form," indicating that you have received and understand the information in this Handbook.
  - b. Receive a **call or text** from an Emerge CRC to confirm if you would like to pay in full or if you would prefer a payment plan
  - c. Initial payment will be taken before the start of club once registration has reached the minimum capacity (4 children enrolled). You will be provided with at least 3 business days notice prior to collection of this initial payment.



# PAYMENT & FINANCIAL INFORMATION

Emerge Clubs are an out-of-pocket expense, which means they are **not** billed, coded, or documented for regardless of insurance type. Emerge Clubs **are** an allowable expense for ESA+ programs. Further, Emerge cannot accept payment through an HSA or FSA for a Club. Families pay one, set price for participation in an Emerge Club. The total cost of Emerge Clubs will depend on the number of weeks that it is run, with the total cost averaging \$90/session. Due to the individualized nature of Emerge Clubs, refunds will not be issued when a session is missed due to travel, illness, etc.

An Emerge Client Relations Coordinator (CRC) will call or text to confirm if you would like to pay in full or if you would prefer a payment plan. If you choose to use our payment plan, your card will be kept on file and used for all subsequent monthly payments (dates vary by semester). Initial payment will be taken before the start of club once registration has reached the minimum capacity (4 children enrolled). You will be provided with at least 3 business days notice prior to collection of this initial payment. If you withdraw your registration from a club prior to its start date, you will be charged a \$26 transaction fee.

Prorated refunds will **only** be issued if the club leaders determine that they will be unable to support your child in a group setting. A refund will not be granted in the event that your family chooses to withdraw from a Club mid-session. If you have any questions or concerns regarding this policy, please contact our Club Coordinator, Emily Mitchum ([emily@emergepeds.com](mailto:emily@emergepeds.com)).

The initial payment is due 72 hours after being contacted by the clinic's Client Relations Coordinator (CRC).

Due to the specific structure, exceptions to these payment rules may be made for the following clubs and will be communicated upon registration:

- Reading & Succeeding
- Terrific Toddlers
- AAC Adventures



# POLICIES & PROCEDURES

## Attendance Policy

Due to the individualized nature of Emerge Clubs, refunds will not be issued when a session is missed due to travel, illness, etc. Club co-leaders will do their best to provide you with education and carryover recommendations for any missed sessions.

If a weekly session needs to be cancelled for all clients (due to weather, etc.), then the club will be extended by one week.

## Sick Policy

While regular attendance at therapy sessions is crucial for your child's progress, we also understand that children get sick. We want to make the clinic a safe environment for your child and all our clients and staff. We ask that you adhere to the following guidelines in determining whether your child is well enough to attend therapy.

- Children should be free from fever, vomiting, or diarrhea without the use of Tylenol or Ibuprofen for at least 24 hours prior to their appointment.
  - A fever is considered to be a temperature at or above 100 ° F.
- Children who are home from school because of any illness should not attend therapy.
- Please be cautious about highly contagious illnesses like COVID-19\*, pink eye, head lice, scabies, whooping cough, strep throat, hand foot mouth, ringworm, and chicken pox. If you present with one of these illnesses, do not come to therapy until the risk of transmission has passed.
  - Given the close proximity that we work with clients, the shared equipment, and our medically complex population, Emerge has a "no-nit" policy. All clients with head lice should stay home until all nits (lice eggs or empty egg shells) are removed from their hair.
- If your child is lethargic or unable to participate in daily activities due to an illness, please do not bring him/her to therapy.
- If your child develops a fever or falls ill during his/her appointment, we will end the session early. Please remain available/close by to pick your child up, if needed.
- If a sibling or other family member is actively sick and/or contagious, we ask that you also refrain from bringing them into the clinic.

\*If your child has tested positive for covid-19, they should not come to the clinic until they are past day 5 (with day 0 being the start of symptoms and/or a positive test). They can attend sessions on day 6 if they are able to wear a well fitting mask from days 6-10.



# POLICIES & PROCEDURES

## Aggression & Client Behavior Policy

At Emerge Pediatric Therapy, we are committed to maintaining a safe and welcoming environment for both the families we serve and the staff we employ. We have a ZERO tolerance policy in regards to aggressive behaviors from families, directed towards our staff or other families. We understand that the last few years have put incredible strain on families across the United States. Caregivers are stretched thin and seeking services can be an additional stressor.

Parents/Caregivers/Guardians/Family members of our clients are expected to use calm voices and refrain from using curse words while on the phone, during a virtual session, or when in/outside one of our physical locations. Please be courteous with the use of your cell phone and other electronic devices. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Adults are expected to supervise their children when they are not actively in a session with their therapist.

If you have any questions about the care or are unhappy with the service received in our office, please let one of our Client Relations Coordinators or Clinical Managers know before leaving the clinic. They can make sure to get your feedback to the appropriate team member and they will be sure to follow up with you if they are unable to do so at the time of your visit. Questions about your billing can be addressed by emailing [shenee@emergepeds.com](mailto:shenee@emergepeds.com).

The aggressive behaviors listed below will not be tolerated.

- Yelling or using raised voice
- Using curse words, derogatory language, or racial/cultural/sexual/ableist/homophobic/transphobic slurs
- Making threats in any form (verbal, written, text, email, letter, etc.)
- Physical touch or the insinuation of physical harm
- Using bullying techniques (intimidation, excessively talking over others, discrediting the observations or clinical reasoning of others)
- The use of or threat of firearms or other weapons
- Destruction of the physical property of Emerge Pediatric Therapy

\*This list is not an inclusive list and is subject to the interpretation of the staff member.



# POLICIES & PROCEDURES

If you engage in behavior deemed to be aggressive, Emerge Pediatric Therapy reserves the right to any of the following :

- Document aggressive behaviors in session notes or client files
- End a therapy session early
- Ask you to leave the building
- Request that another caregiver bring your child to therapy
- Discontinue providing therapy and remove your family from our schedules

If you are unable to maintain appropriate behavior and continue to threaten the peace of the clinic, we reserve the right to call the police for support.

## Permission to Release

To facilitate integrated service for your child, we recommend that copies of evaluations and other written reports be shared with other professionals in your child's life (i.e. teacher, pediatrician, psychologist, tutor, etc.). Additionally, therapists are available to verbally/electronically communicate with other professionals regarding your child's care. If you are interested in a report being sent or your therapist speaking to another professional, please ask the Client Relations Coordinator or your therapist for a Permission to Release form.

## Clinical Education Policy

Emerge Pediatric Therapy is committed to training students to provide state of the art therapy to children. We often have graduate and doctorate students at Emerge Pediatric Therapy to complete their fieldwork placement. These students have completed all of their course work and been interviewed by the clinic's Fieldwork Coordinator, before coming to Emerge Pediatric Therapy. These students are typically assigned to one therapist and participate in treatment with that therapist. The Emerge Pediatric Therapy staff therapist always continues to be involved in the therapy session and the child benefits from having the attention of two therapists, which often optimizes the treatment time. Additionally, there will periodically be an individual observing who is interested in pursuing a career in speech, occupational, or physical therapy.

## Acknowledgement of Risk

Parents/caregivers acknowledge that there is some risk inherent in the use of the therapy equipment at this clinic and agree to indemnify and hold Emerge Pediatric Therapy



# POLICIES & PROCEDURES

harmless from any and all losses and claims for any injuries or other damages occurring to myself, my child(ren) or our belongings from the use of therapeutic equipment.

## Additional Meetings

Outside meetings or consultations require at least three weeks advanced notice to allow our therapists to prepare for and to coordinate meeting dates and times. Additional meetings will be charged on a prorated basis at the hourly rate if they last more than 15 minutes.

## Office Policies Regarding Siblings and Friends of Clients

Parents/caregivers are always welcome to accompany the child during treatment; all other individuals are asked to wait in the parking lot or waiting room when open.

Parents/caregivers are responsible for monitoring their child's play while waiting for their other child to complete their therapy session(s). If a parent/caregiver leaves during their child's session, they are responsible for leaving contact information with the front desk, so that the clinic is able to contact them in the case of an emergency. If a parent/caregiver leaves during the session, they are responsible for returning 10 minutes before the close of the treatment session in order to be present for parent/caregiver education and to allow their therapist to start their next session on time.

## Emergency Medical Care Authorization

In the event of a medical emergency, Emerge Pediatric Therapy employees will seek care for the client from the closest hospital emergency room, if deemed necessary. In the event of a medical emergency, Emerge Pediatric Therapy employees will call for an ambulance for transporting the client, if necessary. Emergency room physicians and the physician/practice on file are assumed to have consent to treat the child unless otherwise noted within the child's file in the event the parent/caregiver cannot be reached. The parent/caregiver are responsible for the bill incurred under this authorization. This authorization shall be valid for the time the client is an active client of Emerge Pediatric Therapy. This is voluntary and parent/caregiver permission may be withdrawn at any time. Such withdrawal shall be submitted in writing to Emerge Pediatric Therapy and cannot be made to the extent to which action has been taken.