

FRA and RLC 2011-2012 Policy & Guidelines
for
Self Directed Services

Please initial all policies on the line provided

1. Registration-

- A. Registration can only be completed by submitting the FRA registration form which must be filled out completely and returned to the office with any required deposit, either by mail or in person. All registration and payments must go through the FRA billing office representative. **NO PHONE REGISTRATION WILL BE ACCEPTED. Do not register with your Support Coordinator, or with any FRA TECHConnection staff (RLC teachers or JoAnne Castellano.)** You are not registered until it is confirmed by FRA. _____
- B. Paperwork necessary for registration includes:
- i. FRA registration form (2pages)
 - ii. Any required deposit
 - iii. Signed FRA/RLC Policy & Guidelines
- C. All registration must be done with FRA/TECHConnection prior to authorizing the class through Neighbours Support Coordinator, to assure you have a secured spot in the class. Authorization through your Support Coordinator does not guarantee a place in the class of your choice. _____
- D. Once registered for the class you must contact your Support Coordinator to complete the paperwork to have the class approved through your budget. This will generate the authorization which our agency requires to secure funding for the class. FRA must have confirmation from Neighbours that the proper paperwork is being processed. _____
- E. Registration is required for each class session. Classes are on a first come first serve basis. No spot will be held or automatically carried over. _____
- F. New registration and emergency forms must be in the office prior to the start of class or the student will not be allowed to attend the session until it is received. Registration for the class is not accepted until all completed paperwork is turned in to FRA. _____

G. The authorization from Easter Seals should be in the office prior to the start of class. Any classes attended prior to the receipt of this paperwork with the approved start date, may become the client's full financial responsibility. Our agency does understand there can be delays beyond your control and these will be dealt with in a case by case manner as approved by the FRA Executive Director. _____

H. If there is any delay in FRA receiving written authorization from Easter Seals approving class enrollment, our agency has the right to require an additional deposit, which will be returned as long as there are no unauthorized services.

2. Billing-

A. Please realize that FRA can not be paid until after services are provided. This is a cumbersome process that requires many steps. Please adhere to this process and commit to giving it your prompt attention. _____

B. Easter Seals requires that all billable services be signed off on by the client or guardian. _____

C. FRA will forward an authorization form complete with dates and cost for each session. This paperwork should be signed and returned to the FRA within **5 days** so that we may bill in a timely fashion. **DO NOT FORWARD THE SIGNED AUTHORIZATION ON TO EASTER SEALS OR YOUR SUPPORT COORDINATOR!!!** This can further delay the process and result in denial due to billing inaccuracies. _____

3. Cancellations & Fees -

A. FRA requires all families to pay for any missed sessions after the first absence.

- i. There will be a fee of \$20.00 for a missed RLC AM session and \$20.00 for any missed RLC PM session.
- ii. Daily charge will not exceed \$40.00 per missed class for weekly RLC classes.
- iii. The fee for a missed session of Dance with Jay is \$15.00 per class.
- iv. The rate for a missed session of Saturday LIFE is \$34.00 per session.

- B. There will be a penalty fee of \$100.00 for any RLC class dropped mid session without a doctor's note or approval of the FRA Executive Director. In the case of a prolonged illness it is our recommendation that the student drops the course and enrolls at a later date if there are still openings. _____
- C. All balances for missed classes must be paid in full prior to enrolling in the 12 week session unless arrangements have been made and approved by the FRA Executive Director. _____
- D. All balances denied or not paid by Easter Seals will be the full responsibility of the client/guardian. These balances are required to be paid in full prior to the next registration, unless arrangements have been made and approved by the FRA Executive Director. _____
- E. There will be a \$25.00 fee for all registration after the deadline; this does not include students waiting on approval of their new budget. Students waiting on their RLC budget approval will be required to give a deposit. _____
- F. The amount of the deposit will be determined by the number of classes being registered. _____
- G. Additional deposits will be required if there is delay in the clients RLC budget approval. _____
- H. All deposits will be returned, minus any balances due, when class authorization is received by FRA. _____
- I. FRA expects all students to be picked up within 15 minutes of the end of all scheduled class times. FRA expects to be notified of any delay in pick up of the student. FRA will impose a \$10.00 charge for each addition 15 minutes that the student is in our care. FRA does not provide an aftercare program and has an expectation that all clients will adhere to the proper pick up times. _____

I have read and initialed the FRA/RLC policy and guidelines for 2011-2012. I fully understand each policy and agree to all terms and conditions.

Print Name

Signature

Date