



Heart of Illinois Special Recreation Association

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FOCUS Handbook

INTRODUCTION

Welcome to HISRA and the FOCUS Program! This handbook has been developed in order to familiarize you with the policies and procedures that govern the FOCUS program. It is important to note that this handbook has been developed as a general reference guide and can be modified at anytime, with or without advance notice.

Please take the time to read the information carefully and fill out all necessary forms. It is important to maximize safety for both participants and staff at all times during FOCUS. Therefore, please understand that the rules and regulations that exist within this handbook will be strictly enforced to maximize both the participant's safety and success at FOCUS.

MISSION STATEMENT

It is the mission of the Heart of Illinois Special Recreation Association to provide a comprehensive system of leisure service delivery in the greater Peoria area which assists people with disabilities in the development of leisure skills, attitudes, and awareness and promotes their personal development and community leisure participation.

Steps to Enrollment

- Potential Focus participants will first come in and meet with Program Staff to evaluate appropriateness for the program
- A joint discussion will take place between program staff and the potential participant and his/her family members to decide on appropriateness for the Focus program. If all parties feel Focus may be a good fit, you will be asked to complete and return all required registration paperwork (listed on page 1)
- Attend the Focus program for a trial period to decide on appropriateness, to ensure the potential participant enjoys the program and is appropriate for the program (length of trial period can be arranged with the Management Team)
- Follow up with the Program Manager at the end of the trial period to assess how it went and if both HISRA staff and potential participant and family agree on enrollment, then decide how many days per week to enroll
- Full enrollment into Focus

OBJECTIVE/PURPOSE

- To provide participants with a safe and nurturing environment.
- To introduce participants to a variety of recreation activities.
- To provide participants opportunities to increase socialization, self-discovery, increase independence and build skills through positive interaction.
- To provide opportunities for participants to increase physical fitness and participate in community service.

ELIGIBILITY GUIDELINES FOR PARTICIPATION IN FOCUS

- Participant must be at least 18 years old.
- Participant must have a diagnosed disability.
 - Please understand that this program is not appropriate for all levels of need. All participants must be able to meet FOCUS eligibility requirements, with or without special modification. Contact administrative office at 691-1929 for further information on other program options.
- Participant must meet health eligibility requirements (please review the health eligibility guidelines on page 8).
- Participant must meet level of care requirement (please review the Level of Care Guidelines starting on page 8).
- Participant must participate in at least 75% of program activities at a staff to participant ratio of 1:4.
- Demonstrate flexibility and ability to reasonably cope with changing situations.
- Allow others in the program and public to enjoy activity with limited disruption (within reason.)
- Demonstrate behavior that will not affect the safety of any individual including him/herself.
- Demonstrate social skills that promote a healthy environment.

FOCUS MEETING DATES AND TIMES

- FOCUS meets year round. Seasonal program dates are established and are listed in the HISRA seasonal brochure. Please note the following holidays observed by FOCUS: New Year's Day, Martin Luther King Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving and Friday after, Christmas Eve, Christmas Day, and New Year's Eve. The dates observed will be published in the HISRA seasonal brochure or a flyer will be sent home. Seasonally, program will not meet for staff training dates. These dates will be distributed each session in the program brochure.
- FOCUS will meet from 9:00 a.m. to 3:00 p.m. at HISRA.
- Please ensure pick up and drop offs of participants are on-time. This will allow Focus staff to maximize the amount of programming participants receive. Focus activities are often pre-arranged times with other community providers. Late arrivals can greatly impact the schedule and some providers may not allow Focus to participate if the group arrives late.
 - Please understand that our participant/staff ratio is an important factor in maximizing participant safety. For this reason, and under ordinary and usual circumstances, we do not permit participants in the facility during non-FOCUS hours that are not registered for any other appropriate program; unless it has been pre-arranged with the Management Team.

TRANSPORTATION

- Parents/guardians are responsible for arranging transportation to and from program and all related transportation costs.
- Contact CityLift at 497-3340, We Care (Morton) at 263-7708 or Rural Peoria County (Country Care) at 697-3305 for transportation.
- If you will be arranging transportation through one of the agencies listed above, please contact the Program Manager to make arrangements for appropriate transportation windows.

REQUIRED FORMS

- Signed Registration Form
- Annual Information Form
- Payment Arrangement Form
- Permission to Pick-Up

- Personal Care Form
- Permission to Administer Medication (when applicable)
- Seizure Care Plan (when applicable)

WHAT TO BRING

- Deliver all medications in the original prescription bottles. Provide written directions to staff regarding specific instructions for medication via the medication authorization form.
 - Medication will only be dispensed if a Medication Authorization Form is on file.
 - Medication Authorization Forms must match assigned prescription bottles.
- If the participant requires personal hygiene items, please send them clearly labeled along with any special instructions.
- We encourage participants to leave all unnecessary personal items such as cell phones, electronic toys, and other expensive items at home. HISRA and its staff are not responsible for lost or stolen items.

PROGRAM ATTIRE

- Participants are encouraged to wear closed toed shoes for comfort and safety purposes.
- Participants are encouraged to wear comfortable clothes that are appropriate for the activities of the day. No midriff shirts please.
- Please send swim attire on swim days and consult schedule for attire needs.

ACTIVITIES

- At times, participants may be placed into smaller groups according to age and/or ability.
- Scheduled activities are subject to change when necessary. Please consult the monthly calendar and the detailed weekly calendar that is posted in advance on the Facebook page: "Focus Program at Hisra." Here you will also find regularly posted pictures of the weeks activities.
- Please advise the staff on any special needs that the participant may have regarding hot or cold temperatures, sun and heat exposure. Include this information on the Annual Information form.

COMMUNICATION

- Focus staff carries a HISRA phone with them during program hours and can be reached by text or call on this phone at 309-696-9775.
- A detailed weekly calendar can be found each week on the Focus Facebook page called, "Focus Program at Hisra."
- A monthly calendar with general details of each day will be sent home with each participant and it will be posted on the Focus Facebook page.
- Focus is a program that promotes and teaches adult independence. Typically, we will not send home daily or weekly progress communication. If daily or weekly progress communication is requested, please contact the Program Manager.

FINANCIAL INFORMATION

PAYMENTS AND REGISTRATION

- Since Focus is a year round program, registration will occur annually.
- Current registrants are provided priority registration. This priority registration does not apply to day of the week, only registration. It also does not guarantee registration. Priority registration is taken on a first come first serve basis.
- The participant must have a \$0 balance prior to each registration.
- Fees: \$37 Resident/\$47 Non-Resident. This is a daily rate.
- Registration is accepted on a rolling basis, when available. Enrollment must be for the duration of the current season and begins only at the first of each month.. Please contact HISRA for specific registration guidelines and timelines.
- A \$100 non-refundable down payment is due at the time of registration. This down payment will be applied to your first month's bill.
- Payment for each month is due on the first business day of that month. Failure to do so will result in temporary or permanent discontinuation of services.
- HISRA accepts cash, check (payable to HISRA), money order, or credit card (VISA, Master Card, or Discover).
- Returned checks are subject to all applicable bank fees.
- HISRA program staff will not accept any form of payments. All payments must be made in person at the front desk during business hours (Monday through Thursdays 8:30 a.m. – 12:00 p.m. and 1:00 p.m. – 4:30 p.m. and Fridays 8:30 a.m. – 12:00 p.m.) or placed in the drop box at the front of the building.
- You may also send a payment via mail to:
Heart of Illinois Special Recreation Association
8727 N. Pioneer Road
Peoria, IL 61615

THIRD PARTY PAYMENTS

- HISRA must receive a written statement from the billable party no later than fifteen days prior to the start of the program season.
- If the third party denies the request to fund the program, the participant, parent or legal guardian is responsible for payment.

REFUND & WITHDRAWAL POLICY

- Withdrawal from programming takes effect the first program day of the month following a 30 day notice.
- Please allow 2-4 weeks to receive a refund.
- HISRA understands special circumstances may arise; please contact the HISRA office with these needs.

VACATION DAYS

- Each year, participants will be given vacation days based on the number of days per week he or she is enrolled

DAYS PER WEEK ENROLLED	ANNUAL VACATION DAYS
1	3
2	6
3	9
4	12

- A one-week written notice must be given for vacation days to be used.
- The participant's account will then be credited the following month.
- Unused vacation days have no cash value and cannot be rolled over.

WAITING LIST

- Waiting lists are established once the program is filled. If a vacancy occurs, waiting list participants will be notified in the order in which they were placed on the list.
- Participants will then have 72 hours to contact the HISRA office in order to register for the session.

ABSENT PARTICIPANT

- Parents/guardians must notify HISRA by 9:00 a.m. if the participant is going to be absent. Please do this by calling the HISRA office at 691-1929.
- Refunds or credits are not given for days missed.

GENERAL HISRA POLICIES AND PROCEDURES

- HISRA policy states that staff DO NOT transport participants to or from programs. HISRA understands that many parents use program staff to provide personal services; however, HISRA is not responsible or liable in any form for these services. These are strictly private arrangements between the family and HISRA staff in their private capacity. HISRA makes no representations whatsoever about the skills, qualifications, and/or capabilities of HISRA staff for such private arrangements. When using program staff for such private services, program staff is not acting in any capacity as a HISRA employee, volunteer or agent. Rather, staff is acting as an employee, volunteer, or agent for the family. Please do not go through HISRA to obtain these services.
- It is the responsibility of the participant and/or parent/guardian to read the schedules, posted notices, and other important information that is distributed.
- The participant and parent/guardian must keep us informed about changes of phone number or address for all emergency contacts. It is important for staff to have parent/guardian cell phones in case of an emergency.
- During a medical emergency, if we cannot contact the parent/guardian and the participant needs immediate medical attention, we will call 911. HISRA also reserves the discretion to contact 911 at any time (before contacting the parent/guardian), if in the judgment of staff; emergency medical services may be warranted.
- Please inform us about changes in the participant's life that may affect their behavior at FOCUS.
- If necessary, please offer suggestions of effective means of dealing with the participant's behavior. Kindly understand that all participants must meet the program's behavior eligibility requirements, with or without reasonable modification.
- It is important that you allow time for us to talk to you about the participant when you pick him or her up as needed.

DISCIPLINE

Please read the following Code of Conduct. All participants are required to comply with the Code of Conduct, with or without reasonable modification. The Code has been developed in order to keep programs safe and enjoyable for all participants. This Code is used for all programs at HISRA including FOCUS. Please understand that individual special needs will be taken into consideration when staff is reviewing the Code of Conduct in reference to specific behaviors. With that said, the Code of Conduct and its identified interventions will be enforced at FOCUS. HISRA reserves the right to either suspend or deny services to any participant at any point during program.

Heart of Illinois Special Recreation Association Code of Conduct

The following guidelines have been developed to help make the Heart of Illinois Special Recreation Association (HISRA) programs and services safe and enjoyable for all participants. Additional rules may be developed for particular programs as deemed necessary by staff. The team at HISRA is committed to providing a safe, needs-satisfying, growth-oriented experience for every participant. We believe discipline is not merely a list of expectations, but rather an approach to teaching skills in self-control, responsible choice making, and appropriate community participation.

A positive approach will be used regarding discipline. Individual and special needs are taken into consideration, i.e. disability, communication, intensity, frequency. Disability and special needs information should be identified in advance to HISRA Management Team/Program Staff so appropriate supports may be

put in place. Please be sure the participant's *Annual Information Form* is current with us and update staff with any changes.

Staff will periodically review special needs and/or rules with participants during the program session. Prompt resolution will be sought specific to each individual situation. HISRA reserves the right to temporarily or permanently suspend a participant if: the participant cannot comply with the Code of Conduct, with or without reasonable modification; for behavior that is a direct safety threat to the participant, others, or to property; or for lack of parental/guardian cooperation.

Parents and guardians of participants must refrain from harassing, berating, insulting, or engaging in any inappropriate conduct toward staff and volunteers. We urge you to discuss any concerns you may have regarding your child/ward, the program or activity with the appropriate staff in a **courteous, constructive, and respectful manner**. Let's work together to provide a positive experience for each and every participant.

The following are guidelines that may be imposed in the disciplinary action process. Please understand that HISRA reserves the right in its sole discretion to forego lesser forms of discipline at any time and proceed immediately with suspension. In other words, under ordinary and usual circumstances, HISRA will use some form of progressive discipline. However, these guidelines do not guarantee or require that progressive discipline will be used, and HISRA will review disciplinary action on a case-by-case basis.

Also, please note that when programs are held at non-HISRA/Park District facilities, private facility rules take precedence over HISRA's Code of Conduct.

LEVEL 1

The resolution of Level 1 behaviors is primarily the responsibility of program leaders and staff members. Level 1 behaviors include, but are not limited to the following:

- Purposely distracting others
- Inappropriate remarks
- Refusal to follow instruction
- Inappropriate physical contact
- Littering
- Inappropriate dress
- Pushing and/or shoving
- Profanity and/or obscenity
- Excessive and/or loud talking
- Throwing objects

INTERVENTIONS:

The following interventions may be used to address Level 1 behaviors:

- Contact with parent/guardian
- Behavioral contracts/management plan
- Short period of activity exclusion
- Cooling off/time out
- Nonverbal correction (re-direction)
- Positive reinforcers
- Verbal correction (re-direction)
- Withdrawal from privileges
- Group change
- Appropriate social response guided by staff
- Consultation/intervention with individual, program staff & other participants if necessary

LEVEL 2

These interventions are the responsibility of Program Coordinator/Manager (or designee) and assistance from leaders/staff. Level 2 behaviors include, but are not limited to the following:

- Persistent Level 1 behaviors
- Disregard for others safety
- Damage to property
- Possession of harmful objects
- Discriminatory conduct
- Intimidation/threats
- Possession of stolen property
- Unauthorized Gambling
- Theft
- Fighting, kicking, biting, spitting, pinching
- Leaving grounds without permission

INTERVENTIONS:

The following interventions may be used to address Level 2 behaviors:

- First Occurrence
 - Conference with Parent/Guardian
 - Use of verbal de-escalation methods
 - Referral to outside agency or authority for consultation
 - Early dismissal from program and possible suspension (1-3 program days)
 - Restitution for damage
 - Police may be called

- Second and Subsequent Occurrence
 - Face to face conference with Parent/Guardian
 - Referral to outside agency or authority for consultation
 - Out of program suspension (3-5 program days)
 - Restitution for damage
 - Re-evaluation individual program match
 - Make recommendations for other program placements
 - Possible exclusion
 - Police may be called

LEVEL 3

These interventions are the responsibility of the Program Coordinator/Manager with consultation from Executive Director. Level 3 behaviors include, but are not limited to the following:

- Persistent Level 2 behaviors
- Arson/attempted arson
- Sexual Misconduct
- Possession of explosives
- Burglary/robbery
- Group violence
- Use/possession of a weapon
- Bomb threats
- Use of a legitimate tool as a weapon
- Endangerment
- Vandalism
- Possession of stolen property
- Fire alarms
- Abuse and/or harassment: verbal, physical, sexual, and emotional
- Severe or repeated physical aggression
- Interference with staff authority

INTERVENTIONS:

The following interventions may be used to address Level 3 behaviors:

- Out of program suspension (10 program days)
- Restitution and/or follow-up outside agency or authority
- Possible exclusion from program
- Possible exclusion from HISRA programming
- Police may be called

FOR ALL LEVEL 3 BEHAVIORS:

Program staff should immediately notify on call supervisor for all level 3 behaviors. On call supervisor will go to program as soon as possible and immediately notify parent/guardian.

**EACH INDIVIDUAL BEHAVIOR WILL BE ADDRESSED ON A CASE- BY-CASE BASIS WITH
CONSIDERATION OF INDIVIDUAL DISABILITIES, MEDICAL ISSUES, BEHAVIOR PLANS, SAFETY OF
PARTICIPANTS AND/OR STAFF, DISRUPTION TO THE PROGRAM, AND OTHER SUCH PRAGMATIC
CONSIDERATIONS**

**DUE TO THE NATURE OF FOCUS, BEHAVIORS THAT CONSISTENTLY CAUSE A REDUCTION OF
RATIOS TO OTHER PARTICIPANTS MAY AFFECT THE APPROPRIATENESS FOR PROGRAMMING.**

CPI TRAINED STAFF

Designated program staff members are trained in non-violent crisis prevention techniques. To maximize the safety of all participants, staff may use verbal & non-verbal techniques to de-escalate a participant or situation. Physical intervention is used as a last resort to ensure safety. When physical intervention techniques are

used, a parent/guardian will be contacted and depending on severity of the action, police may be contacted as well. Depending on the severity and/or frequency of physical intervention, participation may be suspended.

HEALTH ELIGIBILITY GUIDELINES FOR FOCUS

In consideration of other participants and the HISRA staff and to prevent the spread of contagious illnesses, all participants will refrain from attending FOCUS when any of the following exist:

- Fever of 100 degrees or higher
- Vomiting within the last 24 hours
- Persistent diarrhea in conjunction with other symptoms or provides program disruption
- Contagious rash or a rash of unknown origin
- Persistent cough and/or cold symptoms
- "Pink eye" (conjunctivitis) or discharge from the eye
- Symptoms of mumps, measles, chicken pox, strep throat, flu
- Runny nose with yellow or green discharge (which indicates infection)
- Lice or mites present
- Fatigue, due to illness that will hinder participation and enjoyment in the program
- Any other communicable or contagious condition that poses a direct safety threat to others

Please notify the HISRA office if the participant contracts any contagious illness that will affect his/her attendance or if the participant has exposed others to a contagious illness or condition. Participants should return at the doctor's recommendation, or, if not under a doctor's care, when the symptoms have clearly passed. HISRA reserves the right to request physician certification that the participant may safely resume activities and/or that the participant's condition does not cause a direct safety threat to the participant or others before the participant returns to FOCUS.

ATLANTO-AXIAL SUBLUXATION

Individuals with Downs Syndrome are at risk of having a condition known as Atlanto-Axial Subluxation. Your participant may engage in activities that could possibly compromise any instability. It is the responsibility of the parent/guardian (or responsible party) to consult a physician. The goal of the program is active participation. Please take this into consideration when enrolling the participant into FOCUS and inform staff if the condition is present.

LEVEL OF CARE GUIDELINES FOR FOCUS

HISRA is committed to complying with the Americans with Disabilities Act (the "ADA") and is pleased to provide reasonable modifications/accommodation in accordance with the ADA. Kindly understand that many requests for medication/accommodation are beyond the scope of reasonable modification/accommodation under the ADA and are not provided by HISRA. HISRA reviews requests for personal care and personal services on a case-by-case basis. Listed below you will find our current level of care guidelines for FOCUS.

If a participant requires one or more of the needs listed below, the parent/guardian must fill out the Personal Care Request. If necessary, the parent/guardian may be asked to meet with the program supervisor in order to develop a medical care plan that HISRA staff will follow during times of emergency. Each participant's personal care requests will be evaluated on a case-by-case basis. HISRA reserves the right to deny, suspend, or discontinue services at any point should the service be found to be too personal or invasive in nature or beyond the scope of HISRA FOCUS staff availability or training.

Following is a list of procedures with clarifications regarding each. In the event procedures are requested which are not included in this list, consultation will occur with the Program Supervisor or the HISRA Executive Director. Requests for personal care and services must be timely made well in advance of program. Parents and guardians are encouraged to discuss requests for personal care/services before registration.

Medication Dispensing: HISRA will dispense oral and topical medications. All medications must be delivered in the original prescription bottles or in clearly marked containers which include the participants name, medication, dosage, and time of day the medication is to be given. Parent/guardian must also fill out and sign the permission to dispense medication waiver.

Lifting and Transferring: Focus will ordinarily provide lifting and transferring. Staff will receive the appropriate lifting and transferring training through HISRA. Suspension from the Focus program may occur if lifting and transferring assistance puts undue burden on program staff or other participants.

Toileting Assistance: Focus will ordinarily provide minimal toileting assistance. Suspension from the Focus program may occur if toileting assistance puts undue burden on program staff or other participants.

Feminine Care Assistance: HISRA will ordinarily provide feminine care assistance. Staff will escort the participant and provide necessary assistance with pad changing. HISRA WILL NOT provide any assistance with tampons. This would include both insertion and/or tampon removal. If a participant arrives with a tampon and requires assistance, the participant will be sent home. Suspension from the Focus program may occur if feminine care assistance puts undue burden on program staff or other participants.

Epinephrine Injections: HISRA will ordinarily provide emergency epinephrine injections. The medication must follow the medication dispensing guidelines as mentioned above (medication dispensing). Once an emergency injection has been given to a participant, the parent/guardian will be notified and expected to pick up the participant for the remainder of the day. Parents/guardians are responsible for providing the medication/auto-injector to staff and assuring that their participant will have the medication available for all excursions.

Inhaler Assistance: HISRA will ordinarily provide inhaler assistance. The medication must follow the medication dispensing guidelines as mentioned above (medication dispensing).

Feeding Tube Management: Feeding tube management will NOT be provided in the Focus program.

Diazepam Rectal Gel Delivery: HISRA WILL NOT provide diazepam Rectal Gel Delivery due to the medical judgment necessary to provide this medication. Parents/guardians are responsible to be available to administer the medication or provide the participant with an aide (at the parent/guardian expense).

Suction Device management: HISRA WILL NOT provide suction device management. It is the responsibility of the parent/guardian to be available to administer this treatment or provide the participant with a personal aide (at the parent/guardian expense).

Catheter management: HISRA WILL NOT provide catheter management. It is the responsibility of the parent/guardian to be available to administer this treatment or provide the participant with a personal aide (at the parent/guardian expense). Any participant who is independent in their catheter management will be allowed to attend program with the catheter. However, HISRA is not responsible for any situations that may occur with the catheter during program. The parent/guardian will be expected to pick up the participant should any situation occur.

IV Medications: HISRA WILL NOT provide IV medication administration. It is the responsibility of the parent/guardian to be available to administer this treatment or provide the participant with a personal aide (at the parent/guardian expense).

Tracheotomy Management: HISRA WILL NOT provide tracheotomy management. It is the responsibility of the parent/guardian to be available to administer this treatment or provide the participant with a personal aide (at the parent/guardian expense).

Nebulizer Therapy: HISRA WILL NOT provide nebulizer therapy. It is the responsibility of the parent/guardian to be available to administer this treatment or provide the participant with a personal aide (at the parent/guardian expense).

Vagal Nerve Stimulator: HISRA WILL NOT provide vagal nerve stimulator management or treatment. It is the responsibility of the parent/guardian to be available to administer this treatment or provide the participant with a personal aide (at the parent/guardian expense). If a participant uses a vagal nerve stimulator, the parent/guardian will need to educate HISRA staff on the signs and symptoms of a vagal nerve stimulator malfunction. When a malfunction occurs, the parent/guardian will be called immediately and expected to pick up the participant for the remainder of the day and/or fix the malfunction.

Insulin Pump management: HISRA WILL NOT provide insulin pump management. It is the responsibility of the parent/guardian to be available to administer this treatment or provide the participant with a personal aide (at the parent/guardian expense).

Syringe Injections (insulin/other): HISRA WILL NOT provide syringe injections. This includes all medications that need to be administered through a syringe. It is the responsibility of the parent/guardian to be available to administer the injection or provide that participant with a personal aide (at the parent/guardian expense).

Seizures: Parents/guardians will be asked to provide HISRA staff with a detailed written desire of seizure treatment for individual participants. HISRA staff will review parent/guardian instructions on a case-by-case basis. HISRA staff will attempt to call the parent/guardian in response to ALL seizures lasting 5 minutes or

more. HISRA reserves the right to call 911 at any time in the event of a seizure, with or without the notice or consent of the parent/guardian. 911 will ordinarily be summoned for seizures observed to be lasting 5 minutes or more and/or if HISRA staff is unable to contact the parent/guardian. HISRA staff will keep written documentation on seizures. Should any seizure seem out of the ordinary to HISRA staff, 911 may be called and/or the parent/guardian will be called and asked to pick up the participant for the remainder of the day. If HISRA staff is unsuccessful in contacting the parent/guardian, 911 will be called.

***We wish to emphasize that our staff is not medically trained in diagnosing and/or assessing emergency medical conditions. Therefore, even with sound judgment and training, staff may not perceive and/or react to a medical emergency to the same degree or in the same manner as medically trained professionals or parents/guardians who are experienced in handling family medical emergencies. We appreciate your understanding.

***When a parent/guardian requests a personal or medical service that we do not accommodate and is outside the scope of reasonable modification/accommodation under the ADA, other viable options may be suggested and explored. For example, securing a family member, personal aide or nurse to administer the procedure may be highly encouraged or required. The parent/guardian will be solely responsible for determining the qualifications and skills for this person. Likewise, any salary or hourly wage for the attendant/aide or nurse will be covered by the parent/guardian.