

Careful reading and use of these guidelines will help make Heartsong a more effective and positive experience for both you and your child.

### Locations

*Heartsong - Southern Westchester*  
Westchester Hills School No. 29  
47 Croydon Rd., Yonkers NY 10710

*Heartsong - Central Westchester*  
Family Services of Westchester  
456 North Street, White Plains, NY 106

*Heartsong – Administrative Office*  
590 Central Park Avenue, Suite C  
Scarsdale, NY 10583  
(o) 914.725.9272 (f) 914.725.9274

### Support Heartsong!

**Heartsong merchandise:** Heartsong t-shirts, sweatshirts, greeting cards and more are sold throughout the year. Please see the Site Coordinator or call our administrative office to purchase any item.

**Donations:** Are always welcome. We ask that you also consider matching gift opportunities with your company to help keep our programs strong and growing.



# The Heartsong Family Guide

Making the most of  
our programs and services

*Heartsong's mission is to provide clinically-based music and art therapy programs that seek to enhance the functioning level and quality of life for children with special needs and their families.*

## The Heartsong Program

Our therapeutic programs run on Saturdays from 9:00 am to 2:30 pm, September through June. However, due to holidays, *we do not meet every Saturday*. Your **Program Schedule** (enclosed) will let you know the days we will not meet. Please keep this schedule in a convenient place - like your refrigerator – for easy reference.

**Inclement weather** can result in program delay or cancellation. To learn about program changes you can: listen to WFAS (1230 AM), watch TV News12 Westchester, visit the Heartsong website <http://www.heartsong.org> or call our main office (914.725.9272) for an outgoing message which will apprise you of any changes.

### Attendance... *fosters growth*

Regular attendance allows your child to get the greatest benefit from our programs. Consistent routine fosters feelings of comfort and safety and helps your child focus on the fun and growth our program offers. If you anticipate that your child will be absent please **notify us as soon as possible** by calling our main office (914.725.9272). Three unannounced absences may forfeit your child's participation in the program. We appreciate your understanding as many children are on our wait list.

### Punctuality... *prevents stress*

Prompt arrival for sessions helps your child enjoy the program in as relaxed a manner as possible. Late arrivals can add stress and be disruptive to the entire therapy group. We have a full schedule so please **make every effort to be punctual**. In the best interest of the children and the group process – doors to the group rooms will close 10 minutes after session start time. A child more than 10 minutes late will be required to forego that session and be directed to an alternative activity. We thank you for your attention to this matter.

Please **ensure that you sign your child in** at the front desk with our site assistant. Knowing that your child is on site and in program is crucial for their safety and our program operations.

### During Sessions... *time is valuable/safety is vital*

We need your help to ensure that your child's safety is maintained and their needs are met. **Parents/Guardians are required to remain on the premises during therapy session time**. And, unless otherwise indicated, we ask parents/guardians to remain in designated parent areas to help your child focus on their program activities.

**Refreshments**. Heartsong provides a refreshment table for everyone's use and enjoyment. We greatly appreciate your help in setting up and maintaining this area. Please do not let your child play at the refreshment table. And, due to health codes, **food is not permitted** in music or art therapy rooms. Prior arrangements for special events such as birthdays can be made with the therapists.

**Restrooms**. Please be sure to take your child to the restroom **before** their session to minimize disruption to the group. Wheelchair accessible restrooms are available in the immediate area. Diapers can only be changed in the restrooms. **Diapers cannot be changed** in art or music therapy rooms as this is a violation of the health code. Thank you for your understanding and cooperation in this matter.

### Special Concerns...

**Group Placement**. As we get to know your child scheduling changes may be necessary to maximize your child's and the entire group's potential. We will work closely with you if changes need to be made.

**Resolving Concerns**. Any concerns should be brought to the attention of your child's music or art therapist. Please also refer to the *Procedure for Addressing Program Concerns/Complaints* (enclosed) for full guidelines on getting your child's needs met and concerns resolved.