

Dear Parents,

We are working our improving our system of customer service. On-line shopping and Amazon have made sending Care packages very easy and there has been an influx of packages this past year. This influx has compromised safety in our facility.

We encourage you to send notes, letters, and cards, these are great ways for you to show your student you are thinking of them and sending them love and hope. We have changed our policy on Care packages. Care packages may only be sent for the following: Birthdays, Valentine's Day, Easter/Passover, and Christmas/Hanukah.

The following are our guidelines for Care packages:

- **Birthdays** – Parents may send a treat or dessert that can be shared and eaten in one sitting by student and peers.
- **Holidays** – We provide treats, so when sending Care packages be mindful of the limited space. **Do not send:** drinks (canned or bottled) or drink mixes/packets, cereal boxes, mac and cheese, ramen, meal items, items with caffeine, protein bars, sunflower seeds, meal supplements, gum, or any perishable items. All unapproved items will immediately be discarded (eligible items will be donated to the local food bank). If the items do not fit into a gallon size zip-lock bag, your student will choose which items they would like, and the excess will be immediately discarded or donated.

Some suggested gift items are:

Journals (no spiral binding or elastic component)

Needed clothing items

Small bags of sweets/snacks

Deck of cards

Fidget toys

Stress balls (Foam only; no liquid or gel centers)

Coloring/Puzzle/Activity books

Art pencils (no metal)

Fun socks or T-shirts

Please **Do Not Send:**

Art supplies in metal tins

Pencils/paint brushes with metal parts

“Clicky” pens/mechanical pencils or marker

Notebooks or art drawing pads with spiral binding

Sharpeners for art supplies or makeup pencils

Perfume/cologne (even in a plastic bottle)

Immodest clothing/clothing with drawstrings or scarves (refer to the clothing expectations in the handbook)

Blankets, beanies or anything knitted or crocheted

Yarn/rope or string bracelets

Expensive jewelry/body piercing jewelry

Any electronics

Anything with removable batteries

Caffeinated drinks/any food item in a can or glass container

****Outside of Birthday's and outlined Holidays – Requests for needed clothing items will be made by the therapist to parents or guardian. The therapist will notify Program Director of this request to ensure the allowance of package for student. *All other packages outside of Birthday and the outlined Holidays will be sent back at sender's expense.***

****To donate books to the Library, please contact the Academic Director Josh Vineyard.**

If using a third party to send packaged (such as Amazon) please identify who the package is from (usually by selecting the gift option). To ensure the student's safety. **Only packages sent by individuals on the approved contact list will be distributed. Any packages from unapproved contacts will be returned to sender and those from unknown contacts will be discarded or sent to the parent/guardian at cost to the parent/guardian.** Please identify if the package is a holiday gift so we can set it aside until then.

Please, also note that we don't receive deliveries on Saturdays, Sundays, or Holidays. We are registered with the US postal service, FedEx, and UPS as only able to receive mail and packages Monday- Friday 8:00-5:00. Please DO NOT PAY EXTRA for weekend or holiday delivery because your package will not be delivered until the following Monday. If you would like to ensure your package arrives before the holiday, please plan ahead and make sure your package is scheduled to be delivered on Friday before 5:00pm. Be aware that if you use a private delivery service (like some Amazon deliveries), and they leave a package on Saturday, Sunday or a Holiday, your package may not reach its recipient, as there is no secure location for the package to be stored.

Lastly, please send all mail – letters and packages – for your student to our street address – 12595 South Minuteman Drive, Draper, UT 84020. Do NOT sent to the PO Box.

If you have any questions, please consult the handbook or reach out to your child's therapist or Mindy Exon, Program Director.

Thank you for your continued support.