



Northern Nevada Children's Cancer Foundation

(herein referred to as NNCCF)

Family Policies and Procedures

This document should be read in its entirety to ensure that you are aware of our policies and the services available to you.

1. How do I receive support?

You may request support by contacting the director of programs & services by phone, email or fax. All contact information is listed below for your convenience.

2. What type of assistance is available?

If your child is in active treatment, NNCCF can assist you with expenses including: medical expenses, basic living expenses - rent, mortgage, power bills, telephone bills, travel expenses; or any other unmet need related to treatment. If your child is in follow-up care, NNCCF can assist you with expenses including: medical and travel expenses related to follow-up care. If your child is experiencing late effects from childhood cancer treatments, NNCCF can assist you with expenses including: medical and travel related to the late effect(s).

3. How much assistance is available while my child is in active treatment?

NNCCF can provide financial assistance not to exceed \$4,000 per family per year. Your year begins on the date of your first disbursement.

4. How much assistance is available while my child is in follow-up care?

NNCCF can provide financial assistance not to exceed \$2,000 per family per year. Your year begins on the date of your child's last cancer treatment.

5. How much assistance is available while my child is experiencing late effects?

NNCCF can provide financial assistance not to exceed \$1,000 per family.

6. How long will you support my family?

Upon request, NNCCF shall continue to aid your family until your child has reached the age of 19 for follow-up and late effect care and 21, providing your child is still in active treatment.

7. What do I need to provide in order to have NNCCF pay a bill for me?

NNCCF requires original receipts and bills for every disbursement made. NNCCF makes every effort to ensure payments are made directly to creditors of outstanding debts whenever possible. When appropriate, we also negotiate a reduction in outstanding debts. Please allow two business days for your request to be processed and paid. Advances for travel expenses are allowable, but NNCCF requires that receipts be submitted within a timely manner. If receipts are not received, NNCCF will no longer advance travel funds.

8. What if I move or change my phone number?

Please notify us of your new address or contact information as soon as possible. Unfortunately, if you move outside of our service area (northern Nevada and the eastern Sierra), we can no longer assist your family. We will, however, make every attempt to help you find similar services in your new area.

9. How do you keep track of my records?

Confidentiality is of the utmost importance to NNCCF. All board members, staff and volunteers who are exposed to confidential information are required to sign a confidentiality agreement. Records are stored in a locked cabinet and in a password safe database. We do not sell or share information with any organization or vendor without your written permission.

10. What else do I need to know?

At the end of your one year cycle, with the help of your physician and/or social worker, NNCCF will conduct a reassessment of your current medical status.

If you have further questions regarding your assistance, please contact the director of programs & services.

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