



ABA SUPPORT SERVICES, LLC

HELPING CHILDREN ON THE SPECTRUM BUILD CONNECTIONS

info@abasupportservices.com

www.abasupportservices.com

224 Nazareth Pike – Suite 22A

Bethlehem, PA 18020

P (610) 365-8373

PARENT POLICIES

Therapy Sessions:

- Therapy sessions are usually scheduled by the family and the direct therapist. Based on the amount of hours your therapist will be working with your child, they will receive 6 minutes per hour to complete paperwork. So if a therapy appointment is scheduled for 3 hours, the therapist will stop the session 18 minutes before their end time to complete progress notes, update charts, graphs, and lesson plans for the following day. The more time they spend with your child, the more data they collect and will need time to update the program. It is IMPERATIVE that you arrive on time or meet the therapist on time. Please do not hold up the therapist after your scheduled time – they have to be on time to the next client. (Initial ____)
- For CCA clients, a responsible adult must be present in the home for all therapy sessions. Some sessions may take place outside the home; however, due to liability reasons, therapists cannot transport children unless arrangements have been made with the therapist and the office. You must sign a release of responsibility form for a staff member to transport your child. (Initial ____)
- Please maintain a natural working environment for the therapy session. Try to minimize all distractions, including those from siblings and loud televisions or computers, unless we are using them as reinforcers. (Initials ____)
- The BCBA or LBS overseeing the case will provide the direction to the direct therapist on the case. They will receive a schedule of activities and goals to focus on. If there are questions or concerns, please **direct them to the supervisor** on the case. During the home session the direct therapist is to spend 40 minutes per hour transferring skills to the child. The next 14 minutes is used to transfer skills to the parent. The last 6 minutes is spent on paperwork. It is IMPERATIVE that during a session, the parent does not interfere with the therapist working with the child, this includes but not limited to the following list:
 - a. Repeating the demand that the therapist is giving to the child. (Initial____)
 - b. Asking therapists to watch siblings. Siblings are sometimes used to implement treatment, however they are not the responsibility of the therapist. The therapist is responsible for the child that we are contracted to provide care for. (Initial____)
 - c. Conversations of long duration not pertaining to the treatment of the client. (Initial____)
 - d. Any concerns that the RBT or therapist cannot answer immediately.(Initial:____)
- The RBT's (Registered Behavior Technicians) and direct therapists are instructed to contact the supervisor immediately if any questions or concerns that a parent may bring to their attention during a session. They are unable to address concerns while providing services with your child. (Initial____)
- If there are repeated disruptions during a session, the therapist will communicate this to one of the senior behavior analysts and a meeting will be held to discuss services. Your child and their progress is our primary concern. Continued disruptions will interfere with the number of opportunities for your child to practice skills and transfer them from skill deficit to a performance deficit to a mastered skill. After three reports of continuous disruptions, the staff will need to recommend an alternative location for services or the option of termination of services. (Initial____)



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Cancellation Policy:

- Please inform both your therapist if you need to cancel a therapy session. If you must cancel a session, at least 24 hours-notice is requested. If you provide at least 24 hours-notice, there will not be a Cancellation Fee. Cancellations with less than 24 hours- notice could incur a Cancellation Fee.
- If emergency cancellations (those with less than 24 hours-notice given) exceed 4 session per month, you will personally be charged (not your insurance company) a \$50 Unexcused Cancellation Fee for each missed session. If cancellations continue to be a problem, therapy services may be terminated. Make-up sessions may be provided on weekends or by extending therapy session times at the discretion of your child's therapist. (Initial ___)
- ABA Support Services LLC follows the therapist's local school district Inclement Weather policies. If the schools are closed, ABA Support Services will also be closed. If the schools are on a 2-hour delay, all morning therapy sessions (in-home and in-center) will be canceled. If local schools close early for inclement weather, all afternoon sessions (in-home and in-center) will be canceled. If you want to have therapy on days when there is a 2-hour delay or an early release due to weather, contact your therapist directly. It will be at your therapist's discretion whether the road conditions are safe enough for them to drive to your home or the center. A cancellation due to weather will not count against the one cancellation per month policy.
- Please notify your therapist and supervisor, at least 2 weeks in advance, when your child will be unable to attend therapy due to a family vacation. Extended family vacations, or any absence lasting more than two consecutive weeks, could result in a therapist or supervisor change or a temporary decrease in services. (Initial ___)
- If your child's therapist needs to cancel a therapy session, they are required to offer you a make-up date. Typically, this would be on the weekend or by adding time to your regularly scheduled session. If your therapist does not offer a make-up session, please feel free to ask for one or inform their BCBA/Supervisor. (Initial_____)

Starting Services- What to Expect

- All paperwork needs to be submitted to the office before we will start services. . (Initial_____)
- A supervisor will contact you to set up a meeting to begin the FBA interview. During this meeting please plan for 1 hour of uninterrupted time. (Initial_____)
- After the interview, either the supervisor or the direct therapist will come and collect ABC data. They will collect observational data in daycare, home, or any other settings where problem behavior is demonstrated. The therapists need to complete a minimum of 3 observations. (Initial_____)
- After the FBA is completed, the team will conduct additional evidence based assessments before selecting skills goals. The team will collaborate with the family on these assessments.(Initial_____)
- The BCBA or LBS will then complete the Behavior Intervention Plan and Treatment Plan. A meeting will then be held with the family to review each piece of the program. If the family does not agree on a part that section will not be removed. Instead, the BCBA will document that the family wanted changes made and did not agree to that section of the program. It will then be documented on what they wanted in place of the Behavior Analysts recommendations. (Initial_____)



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- The direct therapist may start before all these components are completed depending on your insurance plan. At that time the therapist will be observing their routine and establishing a rapport with your child. They will not have specific goals to focus on until all assessments are complete and a treatment plan and BIP are in place. The BCBA will be out weekly or biweekly to train the therapist and parent. (Initial____)
- If there are questions outside of the scheduled time, the direct therapist or parent can facetime the BCBA. Any phone calls will be billed to the insurance company on increments of 15 minutes. (Initial_____)
- Sometimes BCBA's cannot travel for inclement weather. At that time they can facetime the direct therapists and family for up to 2 hours to provide supervision and direct observation of services. (Initial_____)

Tardiness Policy:

- Therapy sessions must begin and end on time. (Initial_____)

Sick Policy:

- One session per calendar month can be canceled for emergencies or illness, without incurring the \$50 Cancellation Fee. If your child has a fever over 100°, is vomiting, has diarrhea, has a rash, or is too sick to attend school his/her therapy session will need to be canceled. Your child must be symptom free for 24 hours without symptom-relieving medication before therapy can resume. If the symptoms (such as a rash) persist but you want therapy sessions to resume, a doctor's note is required so that we are sure that your child is not contagious. (Initial_____)
- If there is illness in your household, even if the client is not the one who is sick, it will be at your therapist's discretion whether he/she feels comfortable having session. (Initial ____)

Scheduling/Supervision:

- Although ABA works very hard to select a treatment team that will meet the individual needs of your child, the company is unable to guarantee that your child will have a particular therapist or supervisor. Due to scheduling conflicts and other unforeseeable circumstances, staff changes may occur. (Initial_____)
- If, for any reason, you need to change your child's weekly therapy time, ABA cannot guarantee that your current therapist and/or supervisor will be available during that time. (Initial ____)
- The BCBA or LBS, in charge of supervising your child's therapy is required by the insurance companies and the BACB (Behavior Analyst Certification Board) to supervise for only 5% of the therapy hours provided per week (which for most clients is 1-2 hours per week.). However, we feel that it is better to supervise 2 hours per week to keep up-to-date with your child's needs. Although we seek to provide 2 hours of supervision per week, please understand that situations may arise that require the BCBA or LBS to supervise on a different day of the week or cancel that week's supervision altogether. Also, if your therapist is an LBS then we may reduce the hours they are supervised.(Initial ____)
- If your insurance company does not provide coverage for ABA therapy, please be aware that your child's therapy is still required to be supervised every week.. The charge for this supervision session will only include the supervisor's rate, not the therapist's rate. It is unethical



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for a BCBA to design a program for a child and not update it as changes become necessary. (Initial ____)

- The owner of the company or a senior behavior analyst may come at any time to observe the staff working. Although staff try to inform parents in advance that they may be coming, there are situations where the supervisors may come unannounced. (Initial____)

Training/Staff Development:

- In an effort to maintain a high level of care and quality ABA services, ABA Support Services, LLC provides all staff members with on-going training and staff development opportunities. Staff development meetings are held monthly and occur during the workday. If a staff meeting/training is held during your child's regularly scheduled therapy time, session will be canceled for that day. You will receive a copy of the ABA Support Services, LLC calendar with all holidays and staff training dates so you can determine if your child's therapy session will be canceled. (Initial ____)
- In addition to staff development meetings, ABA Support Services, LLC also provides staff members with training opportunities through field observations. It is important for our staff to be exposed to a wide variety of different children. On occasion, a therapist-in-training may observe your child's therapy session. If an ABA Support Services, LLC staff member is scheduled to observe your child's therapist and/or supervisor, you will be notified of the observation. (Initial____)

Treatment Recommendations:

- Along with providing direct therapy and weekly supervision, your child's treatment team may also develop behavioral plans, schedules, protocols, or give recommendations to help you decrease challenging behaviors or teach your child new skills. We will always ask you if you agree with the treatment plan and/or recommendations. We need your honest feedback about our plans. When your child's therapist or supervisor provides recommendations, and you agree, it is important that you follow those recommendations outside of your child's daily therapy sessions. All insurance companies require parent training and parent participation. We may be required to take actual data on your level of participation. If previously agreed upon recommendations are not followed, you will be given a written notice. If you receive three such notices, you will be required to have a formal meeting and therapy may be discontinued for lack of follow through and parent participation. (Initial ____)
- As an ABA provider, ABA Support Services, LLC is bound by the Behavior Analyst Certification Board's *Guidelines for Responsible Conduct for Behavior Analysts*. Therefore, we can only recommend and implement evidence based practices. For a list of evidence based practices, please refer to the National Standards Project - Addressing the Need for Evidence Based Practice *Guidelines for Autism Spectrum Disorders*. (Initial____)

Therapist/Family Relationships:

- All ABA Support Services, LLC staff members are expected to maintain a high level of professionalism and are not permitted to have personal or social relationships with the children or families that they serve. ABA Support Services, LLC staff members are not allowed to engage in social interactions with clients outside of therapy sessions or interact with clients through social



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media (i.e. Facebook, Twitter, Instagram, Pinterest, etc.) The company does have a Facebook page (ABA Support Services, LLC) and we would love for you to friend request us if you are on Facebook. We also have a Facebook group (ABA Support Services, LLC) that you can join to receive important information and news. (Initial _____)

- Due to upcoming changes in the BACB's *Guidelines for Responsible Conduct for Behavior Analysts*, all ABA Support Services, LLC staff members are no longer permitted to accept **ANY** gifts from clients or parents. In lieu of personal gifts, if you would like to give a gift, donations to ABA Support Services, LLC in form of toys, games, and ABA cards are acceptable. (Initial ____)

Mandated Reporting:

- All ABA Support Services, LLC staff members are mandated reporters, and are required, by law, to report any signs of abuse or neglect. (Initial _____)

Payments:

- All payments are due by the 15th of each month. **You may mail a check made payable to ABA Support Services, LLC 224 Nazareth Pike, Suite 22A Bethlehem, PA 18020 Please DO NOT give your co-payments, co-insurances, or other monthly fees to your child's therapist. You may give it to the supervisor, President, or the office administrative staff.** Be sure to get a receipt, especially if you paid via cash. All expenses for your child's therapies including travel are tax deductible. You can also pay by credit card by contacting Ashley Leeper at the office. (Initial _____)
- After the 15th of each month, if your account balance exceeds \$250 please contact ABA Support Service's Office Manager or Billing Specialist to set-up a payment plan. Overdue co-payments, co-insurances, and other monthly fees that exceed \$250 could result in an interruption in therapy services. (Initial _____)

Client Records:

- ABA Support Services, LLC is required to keep all client records in a secure and confidential manner for a period of 6 years following the last client encounter or until they turn 18, whichever comes later. After that period has elapsed, ABA Support Services, LLC will destroy all records in a manner that protects client confidentiality, such as incineration or shredding.
- You are entitled to copies of your child's therapy records, which can include assessments, data sheets, graphs, reports, and session notes. The fee for copying these records will be based on PA's current fee structure. Office/Administrative Staff have 30 days to provide clients with requested records. They have 60 days to provide copies if records are not kept on site. They have 90 days for extenuating circumstances.

If You Are Dissatisfied:

- If you are dissatisfied with your therapist, please contact their BCBA Supervisor. If you are dissatisfied with your supervisor, please contact Amy Gable, President of ABA Support Services,



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LLC (agable@abasupportservices.com) or Penny Torcivia, Senior Behavior Analyst
(ptorcivia@abasupportservices.com).

I have read and agree to uphold the policies of ABA Support Services, LLC.

Print Name

Client Name

Parent Signature

Date