



Client Handbook



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About Us

At Spectrum we are very passionate about providing meaningful changes to allow families the freedom to access the community without fear of how their child/children will react. We provide services for the entire family and as such we teach supports to family members to help with challenging moments.

What is ABA

ABA or Applied Behavior Analysis is the study of behavior and behavior change principles. Using principle of behavior change the practitioner can increase desired behavior or decrease undesired behavior and train new behaviors to replace the undesired behavior. A practitioner with a Master's degree, who is trained in the science of Applied Behavior Analysis, completed a specific number of training hours and who has taken the board exam to demonstrate their proficiency are Board Certified Behavior Analysts (BCBA). BCBA's can provide ABA therapy to those diagnosed with Autism Spectrum Disorder and various other diagnosis. The BCBA will often oversee other practitioners. A Board Certified Assistant Behavior Analyst (BCaBA) is a practitioner who holds an undergraduate degree, is trained in the science of Applied Behavior Analysis, completed a specific number of training hours, and has taken the board exam to demonstrate proficiency are BCaBA's. Often the BCaBA will be doing course work or supervision to advance to becoming a BCBA. A BCaBA is always under the direct supervision of a BCBA. A Registered Behavior Technician (RBT) is a practitioner who is a para professional, is trained in the science of Applied Behavior Analysis, has completed a specific number of training hours, and has taken a board exam to demonstrate proficiency. Often the RBT will be doing course work or supervision to advance to becoming a BCaBA or BCBA. An RBT is always under the direct supervision of a BCBA or BCaBA.

ABA is not only helpful for people diagnosed with autism spectrum disorders but can be used by everyone. Other examples of the use of ABA are for training animals such as disobedience training for dogs or as service animals. Olympic athletes and their trainers use behavioral principles. Various weight loss programs such as weight watchers or the Fitbit watch use behavioral principles. Behavioral principles are also used by the department of transportation on crosswalk signs that light up or at a stop light that is specifically for a crosswalk such as in front of a school.



Core Values

At Spectrum our values are rooted in Family, Independence, Patience, Compassion, and having a Happy Relaxed and Engaging experience.

- ❖ Family
 - Family is our number one priority. Your family comes first in the treatment model. You and your family will lead discussions surrounding goals and direction of services. Your BCBA will give you recommendations and work with you as a team to create the best treatment plan goals for your child and family.

- ❖ Independence
 - At Spectrum Behavioral Services our goal is for your child to be as independent as possible. We will support your child to be involved in all family routines and the community with as little support as possible for them to flourish and grow.
 - Our goal is to teach and empower your child along with providing you the supports necessary so that our practitioners are no longer needed to help support your child and family.

- ❖ Patience
 - We know each child's journey in intervention is different. Some of our learners move quickly through programming while others need a patient approach to learning. We will move through programming at the speed and pace that is appropriate for your child. We will meet you where you are at and provide the support for that time and need. As you and your child progress through intervention, we will always adjust to your needs rather than believing our pace is best. You and the child are the learner and the learner knows best!

- ❖ Compassion
 - We understand that the experience of neurodivergent individuals: specific to autism and related disabilities may be more challenging than peers. We know that there are times that you might want to vent. We aim to provide an understanding space so we can support you in navigating the work we hope to do together.
 - We strive to create a safe space for all individuals.

- ❖ Happy, Relaxed and Engaged
 - We strive for your child to be in a state that we consider "happy, relaxed, & engaged" (Hanley, 2019). This means that your child is more ready and open to a relaxed learning environment. We will support your child in approaching difficult situations with tools and resources to return to their individual and unique happy, relaxed, & engaged state.



Welcoming Process and Overview

Congratulations on taking this first step toward helping your family. ABA therapy is a learning process for not only your child/adolescent but your entire family. You will learn how to most effectively use behavioral strategies at home or in the community to help your learner and family navigate these often challenging situations. As part of the getting to know your family process we engage in information collection to determine the best most effective means of helping your family. You have most likely seen if not filled out our intake form. This is the first means of collecting information about the services most likely to be beneficial to you. Information from this document is used in determining a BCBA that will be a best fit for your family. Your information is then given to the BCBA to connect with you and set up a time to meet you. This is called the assessment process. A treatment plan is the final step in the assessment process and the first step toward treatment sessions. Once a treatment plan is created direct therapy can begin. If you are using insurance to pay for therapy the treatment plan will be submitted to the insurance company for review and authorization by the insurance company before services can begin. Once direct therapy is authorized your BCBA will schedule times for therapy. The BCBA will then come to your house for the scheduled therapy visit. They will have with them all materials for each treatment plan goal unless they have arranged with you to provide the materials. The BCBA will also come with an iPad or other electronic/non electronic means to collect data. Data collection is done consistently to determine progress on treatment plan goals. If a RBT is also assigned to you the BCBA will come out with the RBT to conduct training for the RBT to become familiar on all goals. The BCBA will also come out to supervise the RBT for a minimum of 5% of the total hours of therapy for the month. During the 5th month of services, the BCBA will start the assessment process over again. If you are assigned an RBT the RBT will help the BCBA collect the necessary information for the reassessment. If there are still skill deficits a new treatment plan will be written for the next 6 months. If there are no areas of need to be addressed the BCBA will write a discharge plan which could include a treatment plan that will outline the steps to decrease services over a specific time period, as determined by the BCBA.

All services are provided by a BCBA, BCaBA, or RBT. The BCaBA and RBT always provide services under the direct supervision of a BCBA.

Assessment

Assessment is 10-12 hours up to 8 hours of direct observation, assessment, interviews and administering questionnaires. The questionnaires may be done electronically. If that is the case the BCBA will send over the questionnaires at any point in the assessment process. These tests are done to determine the strengths and weaknesses of your child/adolescent as well determine family needs. The other 8 hours is for scoring of assessments and drafting a treatment plan that will outline all skill areas to be addressed within the next 6 months. This is



a living document and can be revised and adjusted as necessary. The treatment plan will contain goals for the client and caregivers to work on that will address the skill deficits demonstrated during the assessment process. This is also where the clinical recommendations for treatment hours and duration is noted. Therapy hours will be scheduled based on the clinical recommendations by the BCBA as noted in the treatment plan. Once the treatment plan is completed the BCBA will review it with the family and obtain signatures.

Clinical Recommendations

Spectrum Behavioral Services offers two different treatment models. These are recommended by your BCBA based off of client need. Client need is determined by the skill deficits the client demonstrates in assessment, parent report of areas of need, and severity of diagnosis.

Focused ABA Treatment

Focused ABA generally ranges from **10-25 hours per week** of direct treatment (plus direct and indirect supervision and caregiver training).

Comprehensive ABA Treatment

Treatment often involves an intensity level of **30-40 hours of 1:1 direct treatment to the client per week**, not including caregiver training, supervision, and other needed services. As this model is more often used with early intervention due to the age of the client, 2-6 years of age, services may start with a few hours of therapy per day and work up to the full recommended hours.

For both treatment models hours may be increased to more efficiently reach treatment goals. Decreases in hours of therapy per week typically occur when a client has met a majority of the treatment goals, does not demonstrate any further skill deficits and is moving toward discharge.

Although the recommended number of hours of therapy may seem high, this is based on research findings regarding the intensity required to produce good outcomes. It should also be noted that time spent away from therapy may result in the individual falling further behind typical developmental trajectories as well as falling behind on goal progression. Due to this we ask that absences from therapy be kept to a minimum as much as possible.

Parent/Caregiver Collaboration

At Spectrum Behavioral Services we are very family orientated and understand that therapy can be disruptive to the family routine. As such we provide parent collaboration with all our treatment plans. This is designed for parent/caregivers to learn about behavior principles and apply those principles to help their child/adolescent. Parent collaboration is also effective in



addressing treatment plan goals as the learning can continue when the clinicians are no longer present. Our goal with Parent/Caregiver Collaboration is to provide the family with tools to use when our clinicians are not present. After discharge of a client, we also provide Parent/Caregiver Collaboration up to a year after discharge to address any new concerns. If determined appropriate by the BCBA a parent training only model can be used to address treatment plan goals and concerns.

Scheduling

Hours of availability. Please mark all times that you are available for services.

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00					
9:00					
10:00					
11:00					
12:00					
1:00					
2:00					
3:00					
4:00					

Our business hours are from 8-5. This is to ensure that both you and our practitioners are able to have quality family time. As such we realize that some families may not be available till after school/work hours. Please let us know if you are only available outside of posted business hours and we will make every effort to accommodate your schedule.

Cancelation Policy

It is important to be available for all therapy sessions as this promotes the greatest learning and progress for your family. However, we at Spectrum Behavioral Services are aware that there may be times when your family needs a break to relax and recuperate. We also are aware that there may be times that you need to miss/reschedule a therapy time due to an unavoidable appointment such as a doctor visit. We ask that you provide us with at least a 2 week notice of any doctor appointment, vacation or need to decrease session time due to appointment or vacation so we can inform all of your practitioners and make different arrangements to provide supportive care for your family.

At Spectrum Behavioral Services the family is most important. We realize that emergencies can and do happen. In the event of an emergency please notify us as soon as possible so we can provide your family with the support needed.



If your family cancels scheduled therapy sessions repeatedly this demonstrates a need for better scheduling. Excessive cancellations will be addressed in the following manner.

1. If the cancellations are due to practitioner unavailability the need for attendance at therapy sessions will be discussed with the practitioner and a new practitioner will be assigned as necessary and when one is available.
2. If the cancellations are due to family unavailability a new schedule of availability will be discussed between you and your practitioner.
 - a. A new practitioner may be assigned if your current provider is unable to meet your schedule needs.
3. Services may be decreased to meet your needs.
4. Services may be provided via a different format.
 - a. The parent training model may be used instead of the direct care model.
5. Services may be put on hold until your family is able to commit to consistent therapy times.

A meeting will be held with your BCBA which will review the treatment plan including recommended hours, your current schedule and family needs to determine the best fit for your family.

Sick Policy

Children learn best when they are healthy. When your child is unwell often it can be detrimental to their recovery to engage in therapy sessions. Also, as your child is unwell they may not perform at their best and become frustrated when unable to complete relatively easy tasks.

To prevent the spread of communicable diseases, it is our policy that parents/guardians must notify Spectrum Behavioral Services staff in advance if your child is sick within 24 hours of a therapy session, preferably the evening before the scheduled session if you know that your child will not be able to participate in the ABA program the next day. We understand that children can get sick at odd hours. If you are unable to let us know prior to 24 hours of your session please inform Spectrum staff as soon as possible.

Sickness includes, but not limited to the following:

- ❖ Temperature above 100
- ❖ Vomiting
- ❖ Diarrhea
- ❖ Any Communicable Disease



- Examples include
 - COVID 19
 - RSV
 - Flu
 - Hand, Foot and Mouth disease
 - Chicken Pox
 - Lice
 - Pink Eye
 - Staph Infection
 - Strep Throat

Parents/Caregivers are asked to use the same guidelines used in schools and day care centers. If a child is too sick to attend school or day care then he/she is too sick to participate in his/her ABA therapy session.

ABA therapy will resume as soon as the child's doctor clears him/her of being contagious or the remedy is completed. Parents/guardians must provide documentation of a doctor's note in order for your child to return to ABA treatment if child has contagious illness.

If the child has a fever, vomiting or diarrhea the child can resume ABA therapy once the child is symptom free for 24 hours without the use of fever reducing medications.

As illness tends to run through a family and our providers work with multiple families who are highly susceptible to contagious diseases we ask that you also inform us if there is an illness with other members of the family. The provider can then take steps to minimize contact for transmission or determine that it would be in everyone's best interest to provide sessions on a different day.

If a provider arrives at the home and your child is sick, the provider will not be able to work with your child and you will be charged for the session, which will not be reimbursable through insurance, for failure to report your child as sick and adhere to this policy.

I/We understand Spectrum Behavioral Services policy on client illness and agree to adhere to this policy.

Parent/Caregiver #1: _____
(Print Name)

Parent/Caregiver #1: _____ Date: ____ / ____ / ____
(Signature)



Parent/Caregiver #2: _____
(Print Name)

Parent/Caregiver #2: _____ Date: ____ / ____ / ____
(Signature)

COVID 19 Guidelines

ABA therapy services are considered medically necessary services. In the event of a local outbreak or future stay at home orders the following guidelines will be followed.

Practitioners who are willing and able to continue providing services during a COVID 19 outbreak will engage in the following procedures upon entering your home:

1. Removal of shoes or use of shoe covering
2. Go to the restroom and wash both hands and face
<https://familydoctor.org/handwashing-and-covid-19/>
3. Wear a face mask at all times
4. If possible provide services at a distance of 6 ft. Due to the nature of goals and services provided this may not be possible. IN the event that this is not possible the practitioner will engage in the handwashing protocol frequently throughout the session time.
5. Often practitioners will use the same material for multiple families. Any material used for your child will be solely for his/her use and be kept in a designated place.
6. All material will be sanitized prior to use and after use as well
7. After leaving your home practitioners will also sanitize areas of their car that they touch to prevent any contamination to be spread to others.

Practitioners who are willing and able to continue providing services during a COVID 19 outbreak will engage in the following safety protocols

1. Outside of work hours practitioners must be in the presence of only their family or people they reside with
2. When leaving their residence for necessary items such as food the practitioner will remain a distance of 6 ft from others as much as possible.
3. It is recommended that the practitioner wear a face mask when out as much as possible.
4. The practitioner will engage in the CDC's handwashing protocols regularly
<https://familydoctor.org/handwashing-and-covid-19/>
5. The practitioner will discontinue providing services for 14 days and self-quarantine if they have been exposed to COVID-19 or have a positive COVID-19 test.
6. If the practitioner has flue like symptoms they will also discontinue providing services and self-quarantine for 14 days or until no longer contagious as determined by a medical professional.



Holidays and Mental Health days

At Spectrum Behavioral Services we believe that families need to take time to recharge and connect with each other. We also recognize that sometimes you or your child might need a break from the therapy sessions. It is also important for our practitioners to have time to recharge so they can maintain a high level of service. The following is a list of our observed holidays.

- ❖ New Year's Eve
- ❖ New Year's Day
- ❖ Birthday of Martin Luther King, Jr.
- ❖ President's Day
- ❖ Good Friday (Friday before Easter)
- ❖ Easter Monday
- ❖ Memorial Day
- ❖ Juneteenth Independence Day (Emancipation Day June 19)
- ❖ Independence Day
- ❖ Labor Day
- ❖ Columbus Day
- ❖ Veterans Day
- ❖ Thanksgiving Day
- ❖ Day After Thanksgiving Day (Black Friday)
- ❖ Christmas Eve
- ❖ Christmas Day

The following is a list of our mental health days observed in addition to our holidays.

- ❖ February 19th
- ❖ 4th of July week (Monday prior to 4th of July through Friday after. If 4th falls on a weekend your practitioner will let you know when it occurs)
- ❖ August 28th
- ❖ September 29th
- ❖ November 15th
- ❖ Thanksgiving week (Monday prior to Thanksgiving through Black Friday)
- ❖ December 26th through December 31st.

If your family and practitioner agree services can be provided on the mental health days, excluding posted holidays of July 4th, Thanksgiving Day, Black Friday, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.



Communication Policy

Communication is a big factor in how therapy progresses. When there is open communication with all individuals and those individuals are in agreement with each other progress on therapy goals is much quicker and smoother with less frustration for the individual receiving the direct therapy instruction.

In the interest of keeping open communication between all individuals there are ethical guidelines that all Behavior Analysts adhere to. The following are those that pertain to communication with clients:

Multiple Relationships

Because *multiple relationships* may result in a *conflict of interest* that might harm one or more parties, behavior analysts avoid entering into or creating multiple relationships, including professional, personal, and familial relationships with clients and colleagues. Behavior analysts communicate the risks of multiple relationships to relevant individuals and continually monitor for the development of multiple relationships. If multiple relationships arise, behavior analysts take appropriate steps to resolve them. When immediately resolving a multiple relationship is not possible, behavior analysts develop appropriate safeguards to identify and avoid conflicts of interest in compliance with the Code and develop a plan to eventually resolve the multiple relationship. Behavior analysts document all actions taken in this circumstance and the eventual outcomes.

Giving and Receiving Gifts

Because the exchange of gifts can invite conflicts of interest and multiple relationships, behavior analysts do not give gifts to or accept gifts from clients, *stakeholders*, supervisees, or trainees with a monetary value of more than \$10 US dollars (or the equivalent purchasing power in another currency). Behavior analysts make clients and stakeholders aware of this requirement at the onset of the professional relationship. A gift is acceptable if it functions as an infrequent expression of gratitude and does not result in financial benefit to the recipient. Instances of giving or accepting ongoing or cumulative gifts may rise to the level of a violation of this standard if the gifts become a regularly expected source of income or value to the recipient.

Spectrum Behavioral Services understands that it can be stressful to have someone come into your home environment. As part of our communication with families we ask that all communication be professional and respectful. We also ask that any disagreements between family members be addressed at a different time if possible as arguments between family members can be stressful to the child and disrupt the therapeutic process. In the event that any communication is not professional, respectful or harmful to the therapeutic process at any



time the clinician providing services has the right to terminate the conversation and/or therapy session and schedule a time to address the communication difficulties when all parties can engage in respectful and professional communication.

____ Please initial here as acknowledgement, understanding of and agreement to professional and respectful communication

Risk Mitigation

As the communities of Park and Gallatin Counties are tightknit communities there could be a possibility of encountering staff while out in the community or having multiple relationships with staff. While we will do everything possible to prevent this there are times it may be unavoidable. When this occurs there are a few strategies that we will engage in. These strategies will be reviewed with each family at the start of services for review of these procedures and to include any specific to the family.

Grievance Policy

As Spectrum Behavioral Services is focused on the family we know that this therapy might not be a best fit for every family. As families are constantly growing and learning from each member we would like the opportunity to work with your family to resolve any conflicts that come up. Formal grievances are taken very seriously and addressed within a timely manner. Grievances can be email to admin@spectrum-asd.com with the **subject: Grievance**.

You will receive receipt acknowledging your grievance has been received by leadership within 3 business days and a formal response will be given within 10 days business days. We understand that a swift response is often desired in these rare situations and we strive to gather up all the information related to your grievance so we can provide a full and complete response.

Roles and Responsibilities

At Spectrum Behavioral Services we would like the therapeutic process to run as smoothly as possible. For this to happen everyone needs to have an understanding of the roles and responsibilities of each person. Please read and initial next to each statement.

____ The Clinical Director is responsible for all assignments of BCBA's and RBT's

____ The Clinical Director is responsible for all formal grievances as well as meeting with families to assist in adherence to policies and procedures.

____ The Clinical Director is responsible for all payment plans and insurance reimbursement.



___ The BCBA is responsible for changing all treatment plan goals or adding new ones.

___ The BCBA is responsible for designing all teaching methods and materials – If assigned an RBT the RBT can create materials under the direction of the BCBA.

___ The BCBA is responsible for determining when the learner is ready to move to a new teaching phase unless assigned as RBT who will determine when the to move to a new teaching phase under the direction of the BCBA.

___ Parent/Caregiver is present during all therapy sessions at all times. The parent or caregiver can be in another room of the house or outside on the property as long as they are able to be reached in case of emergency. If a designated caregiver is present this individual needs to be 18 or over and have the ability to make medical decisions in the primary caregiver's absence. If a designated caregiver is not over the age of 18 the session will be terminated immediately and the provider(s) will leave the home or location of services.

___ Parents/Caregivers are responsible for their child at all times during the therapy session.

___ Parents/Caregivers are responsible for preparing meals and snack to be incorporated into the therapy session.

___ Parents/Caregivers are responsible for being present during mealtimes and feeding their child, unless feeding goals are being addressed in the treatment plan.

___ Parents/Caregivers are responsible for being present during all bathroom, dressing and bathing routines and are expected to provide 100% of hands-on assistance to their child (unless directed by the BCBA)

___ Parents/Caregivers are responsible for providing reinforcement (i.e., toys, snacks, games) as directed by the BCBA

___ Parents/Caregivers agree to be an active participant in all sessions. If directed by the BCBA the parent is requested to remain in the room to observe skills being addressed as well as demonstrate their ability to implement training routines. The minimum requirement is the parent/caregiver can be in another room of the house or outside as long as they are able to respond to the BCBA or RBT in a timely manner especially in case of emergency. ABA therapy is not to be considered the babysitter of your child.



Payment

Spectrum Behavioral Services strives to make ABA services accessible to all. We accept a variety of insurances to assist with this. The following table lists our price for those individuals who wish to pay for services without the use of insurance. For those who do not have insurance and are unable to pay our rates we offer a discounted rate. Please ask the clinical director

Description	Notes	Hourly Rate	Range
Initial Assessment	10-12 hours	260	2600-3120
BCBA conducting treatment		200	
RBT conducting treatment		120	
BCBA Supervising RBT		220	
Parent Training		240	

Assessment is 10-12 hours with up to 8 hours of direct observation, assessment and interviews with caregivers. The other 8 hours is for scoring of assessments and drafting a treatment plan that will outline all skill areas to be addressed within the next 6 months. This is a living document and can be revised and adjusted as necessary.

When an RBT is assigned a case the BCBA will provide supervision as necessary for a minimum of 5% of the total hours that the child receives per month.

Patient Rights

As part of receiving services at Spectrum Behavioral Services you have specific rights.

1. You have the right to be treated with respect. You have the right to considerate and respectful care and respect for your cultural, religious, spiritual, personal values, beliefs and preferences.
2. You have the right to know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.



3. You have the right to obtain your medical records receive information about your health status, diagnosis, prognosis, course of treatment, and outcomes of care (including unanticipated outcomes) in terms you can understand.
4. You have the right to privacy of your medical records. The HIPAA Act of 1996 not only provides patients the right to obtain their medical records but it outlines who besides you the patient can obtain your records and what they can be used for.
5. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution.
6. You have the right to make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment.
7. You have the right to continuity of care. You should be able to expect that your practitioner will cooperate in coordinating medically indicated care with other health care professionals, and that the practitioner will not discontinue treating them when further treatment is medically indicated without giving them sufficient notice and reasonable assistance in making alternative arrangements for care.
8. You have the right to obtain a second opinion.
9. You have the right to be advised of any conflicts of interest your practitioner may have in respect to your care.
10. You have the right to a reasonable responses to any reasonable requests made for service.
11. You have the right to formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Practitioners who provide care shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
12. You have the right to have your personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual.
13. You have the right to receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. You have the right to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.



15. You have the right to reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. You have the right to exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.

Policy Agreement

I have read this handbook in full and agree to the policies and information contained in this handbook. By signing this document, I acknowledge agreement for services and adherence to the policies and procedures.

In the event that I do not adhere to the policies outlined above my BCBA along with the Clinical Director will request my presence at a meeting to determine steps moving forward. This could involve outlining and agreement to steps to decrease further inconsistency in following stated policies up to discharge from services

Parent/Caregiver #1: _____
(Print Name)

Parent/Caregiver #1: _____ Date: ____ / ____ / ____
(Signature)

Parent/Caregiver #2: _____
(Print Name)

Parent/Caregiver #2: _____ Date: ____ / ____ / ____
(Signature)

This agreement will be valid from one year of the date signed
Expiration Date: ____ / ____ / ____