

ABA Results & Lee Autism Academy *Client & Student Handbook*

V 1.4

Fort Myers: 3661 Central Avenue, Fort Myers, Florida 33901. 239-245-8761

Fort Myers Early Intervention: 3660 Central Ave., STE 1, Fort Myers, Florida 33901

Gainesville: 3669 SW 2nd Ave, Gainesville, Florida 32607. 352-554-6164

www.ABAResults.com



Version History

- 1.1
- 1.2 07/09/2024 Updated sections
- 1.3 04/13/2025 Updated to add Lee Autism Academy, updated to cover all the Company's locations, and updated 3.1 (b) changes to the Lee Autism Academy tuition cost starting in the 2025-2026 academic year, updates to 3.1 policy regarding caregiver's financial responsibility for bringing a child to therapy during a loss of insurance coverage, update (4.0) for assessed fee if parent training is not completed per month.
- 1.4 1/1/26 Updated information on sick policy, attendance policy, increased ages for therapy to 21, and information regarding mandatory parent attendance for monthly ABA training.

Contents

ABA Results1

Version History2

Welcome5

Our Mission5

What is ABA?5

Our Staff6

BCBA6

Supervisors6

Registered Behavior Technicians6

Section 1. ABA Results Therapy Center Schedule7

1.1 Hours of Operations7

1.2 Holidays7

1.3 Scheduling of Services7

1.4 Lunch/Snacks8

Section 2. Requirements for Treatment9

2.1 ABA Results Therapy Center9

Section 3. Payment Options9

3.1 Insurance Coverage9

3.2 Confidentiality of Information10

3.3 Staff Interaction Policy10

Section 4. Family Involvement10

4.1 Yellow Folders10

4.2 Adult Code of Conduct11

Section 5. Drop-off, Pick-up, Late, and Cancellation Policies and Procedures11

5.1 Drop-off Procedure11

5.2 Pick-up11

5.3 No Call No Show Policy11

5.4 Cancellation Policy11

5.5 Late Drop-Off Policy12

5.6 Late Pick-Up Policy12

Section 6. Medical and Health13

6.1 Health Policy13

6.2 Medical Emergency	15
6.3 Medication Administration	15
6.4 Food and/or Other Allergies	16
6.5 Reportable Incidents	16
6.6 Emergency Guidelines	16
6.7 Diapering/Toileting Procedures	16
Diapering	16
Toileting	17
Section 7. Termination of Services	17
7.1 Termination of Services by ABA Results Therapy Center	17
7.2 Termination of Services by Parent/Guardian	18
7.3 Non-discrimination	18
Section 8. Grievances and Communication	18
8.1 Contacting the Therapy Team	18
8.2 Grievances	18
Section 9. Frequently Asked Questions	20
What services do you offer?	20

Welcome

Welcome to ABA Results Therapy Center (ABA Results) and Lee Autism Academy. We are delighted that you have chosen the ABA Results and LAA community. The information in this handbook will assist you in gaining an understanding of our program, academic curriculum and expectations. For communication regarding your child, please contact your child's specific location.

Our Mission (ABA Results)

Our Mission is to provide the highest quality and most effective Applied Behavior Analysis therapy using a whole child approach to individuals of all ages and developmental levels diagnosed with autism spectrum disorder. We believe every child deserves to reach their full potential, and will work with parents/guardians, schools, and other therapists (speech therapist, physical therapist, or occupational therapist) to ensure the highest level and continuity of care. We are passionate about providing these services to all children no matter their ability and are committed to achieving the greatest degree of independence possible for every child.

Our Mission (Lee Autism Academy)

At Lee Autism Academy, we are devoted to nurturing the incredible potential nestled within each child on the autism spectrum. Rooted in a deep understanding of the unique learning profiles and strengths inherent in autism, we foster a nurturing, supportive, and enriched learning environment where every student can thrive.

We are guided by the belief that every child holds a universe of potential, ready to be discovered and nurtured. Through individualized education plans, evidence-based applied behavior analysis interventions, and a vibrant, inclusive community, we unlock each student's learning doors, honoring their pathways to success.

Our skilled educators and therapists collaborate to develop a curriculum that supports academic growth and emphasizes social-emotional development, life skills, and self-advocacy.

Empowerment, respect, and dignity form the core of our educational philosophy. By cultivating a safe and understanding environment, we facilitate rich learning experiences that empower our students to explore, grow, and forge their unique paths in the world.

Join us as we celebrate cognitive and cultural diversity, foster understanding, and illuminate the limitless potential that lies within every student at Lee Autism Academy, where every day is a journey toward understanding, growth, and achievement.

What is ABA?

Applied Behavior Analysis (ABA) is a scientific, evidence-based discipline that strives to understand and improve socially significant behaviors. ABA examines the interactions between people & their environment to determine the effects the environment has on a person's behavior (the "why" a behavior occurs). Behavior Analysts systematically assess an individual's behavior, develop objective goals and a reliable measurement system to monitor progress. At ABA Results, ABA is used to teach new skills, improve performance across multiple areas, and decrease unwanted and challenging behaviors.

What do we focus on in ABA Therapy?

- A. Teach new skills, such as communicating wants and needs, social skills, play skills, self-help, and independent living skills.
- B. Generalize skills across environments (e.g., from ABA center to home, school, and community)
- C. Replace unwanted behavior with socially appropriate behavior (e.g., hitting, self-injury, property destruction, tantrum)

Our Staff

BCBA-D

Doctor Jennifer Andoscia is a Board-Certified Behavior Analyst and oversees the operations at ABA Results Therapy Center and Lee Autism Academy. She meets regularly with the Board-Certified Behavior Analysts (BCBA) Supervisors, Board Certified assistant Behavior Analysts (BCaBA), and Registered Behavior Technicians (RBTs) as well as the principal and teachers to ensure all programs meet the standards for our ABA/LAA program. She is available at jandoscia@abareresults.com

BCBA, BCaBA, & Supervisors

Our supervisors are BCBAs, BCaBAs, or individuals enrolled in college classes and earning supervised hours to sit for a behavior analysis exam and have extensive knowledge and experience in ABA. They are responsible for conducting weekly individual training and clinical sessions with our RBTs. They are also responsible for the development of individual program goals, parent training, updating program goals as needed, and monitoring effective teaching procedures. They are also responsible for maintaining the quality of teaching provided by the RBTs and will be available to address disputes, questions, or concerns for services provided by line therapists.

Registered Behavior Technicians

The RBT provides direct intensive ABA services to the client. This individual is responsible for the implementation of the child's program goals, which includes utilizing discrete trial methods, collecting data, graphing data, and implementing Behavior Support Plans. It is also essential that they demonstrate an interest in and have empathy for children with Intellectual Disabilities and Autism.

Lee Autism Academy Principal

The Lee Autism Academy Principal is the head of the school and is responsible for overall educational leadership. Key duties include setting academic goals and ensuring quality teaching and learning, ensuring the curriculum meets educational standards and student needs, and implementing strategies for continuous teacher and student improvement.

Teachers

The Lee Autism Academy Teachers work with their students who have a diagnosis of autism, ensuring they receive the support needed to succeed academically, socially, and emotionally, their responsibilities include differentiated instruction to modify lessons and teaching strategies to accommodate diverse learning abilities, adapting curriculum development by creating lesson plans that align with each student's capabilities, life skill training to promote independence, incorporating specialized assistive technologies to enhance learning, progress monitoring to regularly assess student progress and adjusting as needed.

Section 1. ABA Results Therapy Center Schedule

1.1 Hours of Operations

Our ABA centers are open from 8 am to 5 pm, Monday through Friday. Drop-off and pick-up times are based on your child's therapy schedule. It is important that you strictly adhere to your child's drop-off and pick-up times. Please refer to ABA Results' "Cancellation/Late Policy" for our policies on tardiness to either your child's scheduled drop-off or pick-up.

Lee Autism Academy is in session from 9 am to 3 pm. If your child is absent, they must present a note as to why, otherwise it will be an unexcused absence.

Per the Florida Department of Education (FLDOE): Florida law defines "habitual truant" as a student who has 15 or more unexcused absences within 90 calendar days with or without the knowledge or consent of the student's parent or guardian, and who is subject to compulsory school attendance.

Failure to abide by Florida Law and the FLDOE could result in your child's dismissal from Lee Autism Academy.

1.2 Holidays

Our center and school are closed for the following holidays. Please refer to the monthly calendar in your child's folder for the most accurate information.

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Friday before Easter
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving
- Friday following Thanksgiving
- Christmas Eve
- Christmas
- New Year's Eve

1.3 Scheduling of Services

ABA therapy with ABA Results may involve many service hours. We ask families to work closely with us when scheduling service times so that your child may receive a consistent and clinically appropriate level of service. Once a schedule has been confirmed with your family, we do our best to maintain appointments on consistent days and times. We ask that you do the same. We are unable to change schedules week-to-week or month-to-month.

We strive to offer service times during our regular hours of operation that accommodate your child's previously arranged schedule. However, this is not always possible for several reasons, including: the number and length of your child's other commitments, your child's ability to be alert and participate in intervention during times they are available, and our ABA therapists' pre-existing obligations.

Community-Based Service Scheduling (School, Home, Camp, or Other Locations)

If your child typically receives ABA services in the community, such as at school or in the home, families must commit to maintaining the same number of scheduled service hours when school or other routine settings are unavailable (e.g., school holidays, teacher workdays, winter break, spring break, or summer camp closures).

For example: If your child consistently receives 25 hours per week of services at school, and school is closed for spring break, the parent/guardian must work with ABA Results to schedule 25 hours of therapy in the home or at another approved community location (such as a camp) during our normal hours of operation (8:00 AM–5:00 PM) to maintain continuity of care and remain with their assigned RBT.

This expectation ensures:

- Your child continues to make progress without interruption.
- Staff can maintain consistent schedules.
- You remain eligible to continue services with your assigned RBT.

If a family chooses not to schedule equivalent hours during closures, ABA Results cannot guarantee that the same RBT or schedule will be available when school resumes.

Refusing Offered Services

It is your right to refuse offered service times for any reason, including conflicts with other obligations or concerns that your child will not be alert and ready for intervention. We will do our best to schedule times that work for your child. However, if you decline offered appointment times, we cannot guarantee that alternative times will be available. You are welcome to request placement on a waitlist for preferred appointment times.

1.4 Lunch/Snacks

ABA Results and Lee Autism Academy do not provide regular meals or drinks other than water. All children are asked to bring their own lunch, snacks (morning and afternoon), and beverages each day. If your child uses edibles as reinforcers, parents are responsible for providing the edibles. Please report any special diets/food restrictions to ABA Results and Lee Autism Academy.

Section 2. Requirements for Treatment

ABA Results has the ability to support a variety of autism spectrum disorder (ASD) treatments. The way we support your family varies based upon your wants and needs. Our current list of entry requirements is listed below:

2.1(a) ABA Results Therapy Center

Families must meet one of the two criteria below for acceptance:

1. Families (a) have a child between the ages of 18 months to 21 years, with (b) a diagnosis of autism spectrum disorder or Down Syndrome, and (c) have insurance coverage for ABA Therapy through one of our accepted insurance companies (listed in Payment options).
2. Families (a) have a child at any age and (b) wish to pay for center-based ABA therapy privately with a minimum of 10 RBT hours and 2 BCBA hours per week.

2.1(b) Lee Autism Academy

Academic services are exclusive to clients of ABA Results, Fort Myers.

Section 3. Payment Options

3.1(a) Insurance Coverage (ABA Results)

ABA Results and its providers are currently contracted through the following insurance companies. We will work with you and your insurance provider to get proper authorizations to deliver services. We will bill contracted insurance providers for services rendered (subject to applicable deductibles and copays). In the event your child no longer has insurance coverage under the current authorization and the child is brought to therapy without written notice, the caregiver is responsible for the hourly cost of \$40 RBT & \$120 BCBA per hour for all therapy rendered during that time period.

- Aetna
- ACPN
- APWU
- Cigna
- Humana Behavioral Health (Lifesynch)
- Florida Blue/New Directions/BCBS
- MHN/Tricare
- Value Options Commercial/Beach Health Options
- Multiplan
- Tricare T2017 East
- Key Benefits Administration

3.1(b) Grant/Scholarship for Lee Autism Academy

Starting in the 2025-2026 school year, Lee Autism Academy costs \$10,000 per year and is covered exclusively through the Family Empowerment Scholarship for Unique Abilities. Information regarding this scholarship can be found at www.stepupforstudents.org. In the event families do not have the scholarship, tuition costs \$1000 per month. Financial assistance is available.

3.2 Confidentiality of Information

All employees must abide by all state and federal laws, rules, and regulations as well as ABA Results' policy on respecting and keeping confidential information. Employees will not divulge any information concerning any client-family member to any unauthorized person.

3.3 Staff Interaction Policy

Often, parents wish to give gifts to our ABA Results staff members. Unfortunately, we are unable to accept gifts for our clients and their families due to the ethical guidelines found at www.bacb.com. We truly appreciate the thoughtfulness but will have to decline if presented with gifts. Teachers are exempt from this policy.

It is our policy that our staff does not communicate with clients outside of our office via social media. Additionally, they are not permitted to accept outside work (i.e. babysitting) as it can be a conflict of interest.

Section 4. Family Involvement

Applied Behavior Analysis (ABA) is an outcome-based practice focused on making timely progress toward specific goals. All parents/guardians are expected to take an active role in setting and achieving the goals. Providers will share treatment goals, progress, training, and strategies so that you can support achieving the desired outcomes in your home and community with your child. Your commitment to your child's ABA Therapy program is critical to achieving successful results. Parents must complete weekly ABA Parent Training online and a minimum of one face-to-face or Zoom parent training per month. ABA Results covers the online fee for the parent training portal. A fee of \$10 per month is assessed if parents do not complete their assigned training for each child.

Depending on the treatment goals, providers may request certain program materials and supplies for your child's program. Parents/guardians are expected to fulfill these requests within a timely manner. Please label all the belongings provided.

Please communicate with us prior to your child's session if you would like to participate and if you would like to schedule an additional teaching session with your child and ABA Therapist.

Many of the goals are written with generalization criteria that require children to be able to demonstrate skills with parents or guardians. We do this because research has shown that parent involvement facilitates generalization of skills across environments and results in the best outcomes for children.

4.1 Lee Autism Academy Academic & ABAR Parent Folders

Each LAA student and each Gainesville ABAR will be presented with a take home folder at the beginning of the academic school year. These folders include a monthly calendar featuring our events, closures and weekly themes. There is also an academic agenda which will have daily notes from therapists and/or teachers regarding anything academic.

The folders will be utilized daily, please send your child with their folder each day.

4.2 Adult Code of Conduct

Parents must always use appropriate language while at ABA Results and Lee Autism Academy. Using inappropriate language or a loud tone of voice is unacceptable. ABA Results and Lee Autism Academy have a zero-tolerance policy regarding threats or threatening behavior. This type of behavior could lead to immediate termination of services. ABA Results and Lee Autism Academy does not allow parents to use any type of corporal punishment while on ABA Results and Lee Autism Academy property, including the parking lot. Smoking of any kind (including e-cigarettes) is prohibited in or around ABA Results and Lee Autism Academy office.

Section 5. Drop-off, Pick-up, Late, and Cancellation Policies and Procedures

5.1 Drop-off Procedure

Fort Myers: Between the hours of 7:50 am and 8:10 am, and 8:50 and 9:10 am, when you are dropping your child off at ABA Results and Lee Autism Academy, please pull up to the front door and wait inside your car until a therapist comes outside to gather your child and their belongings. **Please have them prepared to enter the center.** Any time between 8:10 am and 8:50 and after 9:10 am, please park your car and walk your child to the lobby and sign them in.

Gainesville: At your child's designated therapy time, please pull up to the front door and wait inside your car until a therapist comes outside to gather your child and their belongings. Please have them prepared to enter the center. If dropping off 10 minutes or more after their designated therapy time, please park your car and walk your child to the lobby and sign them in.

5.2 Pick-up

Fort Myers & Gainesville: Pick-up procedures follow the same guidelines as drop-off. Please pull up to the front door and wait inside your car, unless you arrive outside the pick-up/drop off times. A therapist will take your child and their belongings out to the car.

Only people indicated as Authorized Persons by the child's parent/guardian may pick up the child from ABA Results at the end of a day/session. You are responsible for providing notice by email to **info@abaresults.com** of any changes, including additions or removals of Authorized Persons. Please note we will ask for identification should you list someone who we have not met before.

5.3 No Call No Show Policy

We pride ourselves on effective communication and ask that parents participate in this process. Please make every effort to notify us if you are running late to your child's session. In situations where a family has no call and no show for their child's appointment three or more times a month, we will call a meeting and need to consider rescheduling appointment times. In extreme circumstances we may need to consider terminating services due to your insurance provider's policies.

5.4(a) Cancellation Policy (ABA Results)

Our Health Policy herein outlines instances when your child's session should be cancelled due to illness. Additionally, if your ABA therapist arrives at the session and determines that your child

is too sick to actively participate, the session will be canceled. Cancellations due to client illness made by the ABA therapists at the session are considered a cancellation and will not be made up.

In situations where a family has cancelled their child's appointment 3 or more times a month, or have an attendance rate of less than 90% of their previously agreed upon scheduled sessions for three consecutive months, we will call a meeting and need to consider rescheduling appointment times. In extreme circumstances, we may need to consider terminating services due to your insurance provider's policies.

If we cancel, except when your child is ill, we will make every effort to make up the cancelled session. We will do our best to alert you in a timely fashion as to any cancellations on our part. We do not guarantee a substitute session for the day an appointment is cancelled. We do not make up sessions that fall on holidays or which occur on legal holidays.

Please note: if your child misses (or changes schedule for any other reason) for more than two consecutive weeks, we will be unable to guarantee your session times.

5.4(b) Cancellation Policy (Lee Autism Academy)

Please refer to the attendance policy.

5.5 Late Drop-Off Policy

Please notify your child's specific ABA Results location as soon as possible if you know you are going to be dropping your child off late. We reserve your ABA therapist to work with your child. Sessions that begin late due to delays on the part of the family cannot be extended or rescheduled as we cannot guarantee ABA therapist ability at other times. In situations where a family has dropped their child off more than 10 minutes late 3 or more times in a month, we will call a meeting and need to consider rescheduling appointment times. In extreme circumstances, we may be required to terminate services due to your insurance provider's policies.

5.6 Late Pick-Up Policy

Please notify your child's specific ABA Results location as soon as possible if you know you're going to be late to pick up your child. If you anticipate that you will be more than 15 minutes late, it is recommended that you make alternate arrangements for a timely pick up.

5 minutes late to pick-up, the provider will call parent/guardian to assess the situation. If no contact is made by 15 minutes after scheduled pick-up, the provider will attempt to contact those listed on the emergency contact list. If we are unable to confirm an authorized pick-up within 1 hour after pick-up time, the appropriate authorities will be contacted so they can further investigate the circumstances.

Section 6. Medical and Health

6.1 Health Policy

To ensure a healthy environment for clients, families, and staff, sessions must be cancelled, and children must remain home, if any of the following symptoms or conditions are present:

- Fever of 100.0°F or higher
- Chronic or persistent cough
- Diarrhea
- Sore throat / suspected or confirmed Strep throat
- Eye discharge or suspected Pink Eye
- Unusual spots or rashes including (but not limited to): Chickenpox, Impetigo, Ringworm, Hand-Foot-and-Mouth Disease
- Lethargy beyond typical behavior
- Excessive green nasal discharge
- Vomiting
- Head lice
- Any other contagious illness

If your child displays any of the above symptoms during a therapy session, we will contact you immediately. Parents must arrange for pick-up within 1 hour. If parents cannot be reached, emergency contacts will be called.

Please notify your child's ABA Results location or Lee Autism Academy immediately if your child has a contagious illness, so we can take appropriate precautions.

Exclusion and Return-to-Session Guidelines

Below are the required guidelines for home exclusion and return to ABA therapy/school services:

Fever (100.0°F or higher)

- Exclude: Until fever-free for 24 hours without fever-reducing medication.
- Return: After 24 hours fever-free and improving symptoms.

Vomiting

- Exclude: For 24 hours after last episode.
- Return: After 24 hours without vomiting and able to keep down food/drinks.

Diarrhea

- Exclude: For 24 hours after last loose stool.
- Return: When diarrhea has resolved for 24 hours and child can participate safely.

Head Lice

- Exclude: Until treatment has been completed.
- Return: After first approved lice treatment and no live lice are observed.

Pink Eye (Conjunctivitis – bacterial or viral)

- Exclude: If eyes are red, painful, or have discharge/crusting.
- Return:
 - Bacterial: 24 hours after starting antibiotic drops.
 - Viral: When symptoms improve and discharge resolves.

Hand, Foot, and Mouth Disease

- Exclude: During fever or if blisters are open and actively leaking.
- Return:
 - Fever-free for 24 hours
 - Blisters are dry or easily covered
 - Child feels well enough to participate

Impetigo

- Exclude: Until treatment has begun.
- Return: 24 hours after starting prescribed antibiotic and lesions must be covered.

Strep Throat

- Exclude: Until treated.
- Return: 24 hours after starting antibiotics AND fever-free for 24 hours.

Influenza (Flu)

- Exclude: Until fever-free for 24 hours without medication AND symptoms improving.
- Return: Typically 4–5 days after symptom onset, when energy level allows active participation.

RSV

- Exclude: During fever, breathing difficulty, or persistent cough impacting participation.
- Return: When fever-free for 24 hours and respiratory symptoms are improving.

Ringworm

- Exclude: Until treatment has begun.
- Return: 24 hours after starting antifungal treatment; affected area must stay covered.

Chickenpox

- Exclude: Until all lesions have crusted over, typically 5–7 days after onset.
- Return: When child is fever-free and lesions are completely scabbed.

Whooping Cough (Pertussis)

- Exclude:
 - Untreated: For 21 days from start of cough

- With antibiotics: Until 5 full days of appropriate antibiotic treatment
- Return: After meeting the above and symptoms allow participation.

COVID-19

- Exclude: If positive OR showing COVID-19 symptoms.
- Return:
 - At least 5 days after symptoms start or positive test (Day 0 = first day of symptoms/test)
 - Fever-free for 24 hours without medication
 - Symptoms improving
 - Some locations may require masking through Day 10 depending on current guidance.

General Return Requirements

Regardless of the specific illness:

Child must be symptom-free for 24 hours without medication,

OR

24 hours after starting antibiotics (if prescribed),

AND

Able to fully participate in therapy/school activities

A doctor's note may be required at the discretion of the Director or Clinical Leadership.

6.2 Medical Emergency

In the event of a medical emergency, ABA Results and Lee Autism Academy will contact Emergency Medical Services (911) as well as the child's family. If recommended by EMS personnel, the child will be transported to the hospital listed on your intake form, or the closest hospital depending on severity, by ambulance.

6.3 Medication Administration

If your child requires medication dosage throughout the day, please provide the appropriate prescription, dosage, and time it is to be administered. Please ensure that all medication is properly labeled. If emergency medication must be used, EMS will be contacted and then parent. Examples of emergency medication are inhalers for children with Asthma and EPI pens for children with severe allergies.

6.4 Food and/or Other Allergies

Parent/guardian must provide proper documentation and medication for any life-threatening allergies.

6.5 Reportable Incidents

Employees of ABA Results and Lee Autism Academy are mandatory reporters if they suspect that a child has been physically, emotionally, or sexually abused, neglected, or is in danger of harm. Florida law requires anyone who suspects abuse or neglects to report it to authorities.

Other reportable incidents that require an internal incident report and online guardian notification through the Central Reach portal include:

- Elopement of a child out of the building
- Restraint
- Injury to an individual when the origin or cause of the injury is unknown
- A significant injury to an individual, including:
 - A fracture
 - A burn greater than first degree
 - Choking that requires intervention
 - Contusions or lacerations
- An injury that occurs while an individual is restrained
- A medication or supplement error, including refusal

6.6 Emergency Guidelines

Building protocols will be followed in the event of an emergency evacuation. Parents will be contacted as soon as possible regarding center closure. As a rule of thumb, in the case of an emergency, if public schools in the county of service are closed, it is assumed that the session is also cancelled. For example, in the event of a weather emergency that closes public schools in the county, the center and school will also be closed unless we notify you otherwise.

6.7 Diapering/Toileting Procedures

All diapering and toileting procedures follow strict guidelines:

Female staff are permitted to diaper/toilet all clients. Male staff are only permitted to diaper/toilet male clients.

Diapering

- All diapering will take place in the bathroom of the ABA clinic
- The following supplies will be available in the bathroom prior to a diaper change:
 - The child's diapers or pull-up
 - Disposable wipes
 - Protective gloves
 - Plastic bags

- Disinfecting solution and paper towels to clean area
 - Disposable diaper changing pads, or child's own pad provided by parent
- Lay the child down on changing surface, careful to minimize contact with the child if his/her outer clothes are soiled.
- Staff will put on protective gloves
- Staff will remove diaper/pull-up and any soiled clothes
- Clean the child with disposable wipes, making sure to wipe from front to back
- Staff must place soiled diapers/pull-ups and wipes in a plastic bag and place them in trash. Soiled clothing must be placed in a plastic bag to be sent home
- Remove gloves and place them in trash
- Place clean diaper/pull-up on child
- Staff will wash hands thoroughly. Staff will wash children's hands
- Diaper change area will be cleaned with disinfectant immediately after diaper change

Toileting

- Bathrooms in the ABA clinic will contain the following items necessary for toileting:
 - Extra clothing (if provided) for each child stored in separate containers
 - Plastic Bags (for soiled clothes)
 - Protective gloves
- Children using the toilet may require different levels of prompting. Staff will assist the child with the appropriate amount of prompts he/she requires.
- If the child is independent with toileting, staff will stand directly outside of the bathroom until the child is done.
- Staff will ensure the child washes hands thoroughly.

Section 7. Termination of Services

7.1(a) Termination of Services by ABA Results Therapy Center and Lee Autism Academy

ABA Results may terminate services when:

- i. It becomes reasonable clear that your child no longer needs the service, is not likely to benefit from further services, or may be harmed by continued service.
- ii. In our sole judgement, anyone at ABA Results or Lee Autism Academy (including guests) are threatened or otherwise endangered by your child, or another person with whom your child has a relationship.
- iii. When you do not pay fees charged, there is no longer insurance coverage for the current authorization, or when insurance denies coverage for treatment. In such cases, appropriate referrals may be offered to you. All fees are due and payable from 30 days from the date of the invoice.
- iv. Parent has canceled three or more sessions in a row or client/student has an attendance rate of less than 90% for three consecutive months.

7.2 Termination of Services by Parent/Guardian

You may discontinue services at any time. ABA Results and Lee Autism Academy will work with your family to make a referral to another provider and/or school if requested. Where possible, we request a courtesy two-week notice in writing so that ABA Results may provide for a smooth transition.

7.3 Non-discrimination

ABA Results and Lee Autism Academy enrolls individuals on a case-by-case basis with emphasis upon the best interest of the individual and the ability of the providers and facilities available. ABA Results and Lee Autism Academy do not discriminate based on race, religion, national, or ethnic origin, gender, age, or disability, in the administration of its enrollment, program, or policies.

Section 8. Grievances and Communication

8.1(a) Contacting the Therapy Team (ABA Results) and Academic Team (Lee Autism Academy)

We at ABA Results and Lee Autism Academy are very dedicated to the families we serve; however, we ask that you respect after-work hours and privacy. Please do not call or text staff unless necessary, and please do not attempt to communicate directly with ABA therapists or teachers outside of working hours. All communication regarding your child's scheduled therapy session, cancellations, and otherwise should be directed to administration or emailed to info@abaresults.com

8.2 Grievances

ABA Results and Lee Autism Academy are committed to providing the highest quality services to all families. We are very happy to be working with you and your child and look forward to an ongoing collaborative environment. Should you have any general concerns or questions, please feel free to contact us at your child's specific location or info@abaresults.com

If you are dissatisfied with any service provided, you are encouraged to communicate your concerns in such a way that the problems may be appropriately resolved. We encourage families to communicate openly and informally with our BCBA-D, Doctor Jennifer Andoscia (jandoscia@abaresults.com), with any specific questions or concerns. Please do not discuss your concerns with ABA Therapy staff.

Any problems with your child's individualized program/goals should be directed to the location's Clinical Director.

Although informal resolutions are encouraged, ABA Results and Lee Autism Academy recognizes that there may be problems that require formal consideration and resolution. In such an event, ABA Results and Lee Autism Academy will work with you, as appropriate, to formally resolve the issue.

The above grievance procedure should be used to address problematic concerns including human rights. Allegations of abuse, neglect, exploitation, or misappropriation of participant funds should be reported directly to Dr. Jennifer Andoscia.

AT ANY TIME DURING THIS PROCESS, YOU MAY CONTACT YOUR FUNDING SOURCE REPRESENTATIVE OR ANY OTHER ADVOCACY ORGNIZAION FOR ASSISTANCE.

No form of retaliation shall occur, nor shall any barrier to service be created, because of family grievance. All documentation regarding the grievance will be filed in the client's case records.

Section 9. Frequently Asked Questions

What services do you offer?

ABA Results uses Applied Behavior Analysis (ABA) as an instructional method to teach individuals with autism spectrum disorder (ASD). ABA is an evidenced-based, data-driven approach that has become widely accepted as an effective treatment for helping individuals with ASD. ABA has a proven, successful track record of developing language in non-verbal children, improving academic performance, strengthening executive functioning, increasing independence, acquiring and expanding social skills, and reducing anxiety and aggression with long-term outcomes and effects that can generalize across people and environments.

1. Natural Environment Teaching (NET)

This method uses reinforcers found in the natural environment to teach new skills to a child. Under this loosely structured method, a child learns new communication skills outside of a highly structured and discrete learning opportunity. More importantly, instruction is led by the child's motivation, rather than an exclusively ABA therapist-selected set of materials as the basis for providing reinforcement.

2. Discrete Trial Training (DTT)

During a traditional discrete trial training session, a child and ABA therapist would sit facing each other to minimize distractions and facilitate attending behaviors. For example, if the goal is for the child to say "truck" while looking at a truck, the teacher would say "truck" while holding up a picture of a truck. Once the child says "truck" a reinforcer is delivered. Through repetition, and fading, the child eventually says truck in the presence of a picture of the truck, without prompts from the ABA therapist.

3. Shaping

This method is embedded within every teaching opportunity and uses preferred items to successively reinforce behavior to a target response. Shaping is commonly used with children diagnosed with ASD to start basic communication.

4. Errorless Learning

Errorless learning is a technique where the child is prompted to make the appropriate response immediately to ensure a correct answer for each learning opportunity. That prompt is then slowly faded to promote accuracy with the least amount of error and frustration.

5. Functional Communication Training (FCT)

Functional communication focuses on teaching alternative communication to replace problem behavior. For example, it may be determined whether a child is hitting other children to get their attention. One of the functional communication strategies would be to replace the hitting with the word, "hello", followed by a

reinforcer. In this fashion, the child eventually learns to say, “hello”, rather than hit others.

In addition to using an evidence-based, data-driven approach to learning (ABA), ABA Results incorporates curricula that have a track record of (a) providing a useful assessment (e.g., starting point) for teaching skills, and (b) clearly outline a progression of skills that helps a learner achieve a peer-age repertoire. These evidence-based curricula include, but are not limited to:

1. The Verbal Behavior Milestones Assessment and Placement Program (VB-MAPP)

The VB-MAPP is an evidence-based assessment tool, curriculum guide, and skill tracking system that is designed for children with autism who demonstrate language delays (Sundberg, M. L., 2008).

2. The Assessment of Basic Learning and Language Skills Revised (ABLLS-R)

The ABLLS-R is an evidence-based assessment tool, curriculum guide, and skills-tracking system used to help guide the instruction of language and critical learner skills for children with autism or other developmental disabilities (Partington, J.W., 2006).

Receipt of Client Handbook

Acknowledgement and Receipt

I acknowledge that I have received and read a copy of the ABA Results Client Handbook. By signing below, I agree with the policies and procedures listed in the ABA Results Client Handbook.

I also realize during my child's enrollment at ABA Results Therapy Center, I will be informed from time to time, formally or informally, of various changes in Center policies and procedures. I understand the Center reserves the right to change policies at any time with or without advance notice. I understand I am required to sign and return this form to continue my child's enrollment at ABA Results Therapy Center.

I have read and understand the above statements.

Parent Signature

Print Name

Date