

ABA Results

Client Handbook

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3661 Central Avenue

Fort Myers, Florida 33901

239-245-8761

www.ABAResults.com

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Welcome

Welcome to ABA Results Therapy Center (ABA Results). We are delighted that you have chosen the ABA Results community. The information in this handbook will assist you in gaining an understanding of our program and expectations.

Our Mission

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.

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

Jennifer Andoscia is a Board Certified Behavior Analyst and oversees the operations at ABA Results Therapy Center. She meets regularly with the Supervisors, Board Certified assistant Behavior Analysts (BCaBA), and Registered Behavior Technicians (RBTs) to ensure all programs meet the standards for our ABA program. She is available at 239-245-8761 or jandoscia@abareresults.com

Supervisors

Our supervisors have extensive knowledge and experience in ABA. They are responsible for conducting weekly individual sessions with our RBTs. They are also responsible for the development of individual program goals, 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.

Section 1. ABA Results Therapy Center Schedule

1.1 Hours of Operations

Our center is 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.

Your child should be at the center no more than 10 minutes prior to their scheduled start time.

1.2 Holidays

Our center is typically 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 with us when scheduling service times so that your child may receive a consistent level of service. Once we have committed to a schedule with your family, we do our best to maintain the appointments on consistent days and times. We ask that you do the same. We cannot change schedules week-to-week or month-to-month.

We strive to make available times for service during our regular hours of operation which 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 when he/she is available, and our ABA therapists' pre-existing obligations.

It is your right to refuse offered services for any reason, including when they conflict with other obligations or you do not believe your child will be alert for intervention. We will do our best to schedule times that work for your child. However, if you refuse appointment times, we cannot guarantee we will have alternate times available. You are welcome to request placement on a waitlist for preferred appointment times.

1.4 Lunch/Snacks

ABA Results does 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. A refrigerator and microwave are available, but please limit foods that need to be warmed up to a 60 second maximum. If lunch needs to be microwaved for longer than 60 seconds, please prepare it at home and we will warm it up for their lunch. If your child uses edibles as reinforcers, parents are responsible for providing the edibles. We will provide storage if edibles are purchased in bulk. Please report any special diets/food restrictions to ABA Results.

Section 2. Requirements for Treatment

ABA Results has the ability to support a variety of Autism Spectrum Disorder (ASD) treatments. The manner in which we support your family varies based upon your wants and needs. Our current list of entry requirements is listed below:

2.1 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 2-18, 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.

Section 3. Payment Options

3.1 Insurance Coverage

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 in order to deliver services. We will bill contracted insurance providers for services rendered (subject to applicable deductibles and copays).

- 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

3.2 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 staff members. Unfortunately, we are unable to accept gifts for our clients and their families. We truly appreciate the thoughtfulness but will have to decline if presented with gifts.

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.

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 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 a 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 Yellow Folders

Each client is presented with a Parent Folder at the start of their treatment. These parent folders include a monthly calendar featuring our events, closures and weekly themes. We will also send home any crafts or work that was completed.

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

4.2 Adult Code of Conduct

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

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

5.1 Drop-off Procedure

When you are dropping your child off at ABA Results, 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.

5.2 Pick-up

Pick-up procedures follow the same guidelines as drop-off. Please pull up to the front door and wait inside your car. A therapist will bring 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, at 239-245-8761. We reserve an ABA therapist to work with your child and if we have not been contacted by you about a cancellation or late drop-off, the ABA therapist may no longer be available. One no call no show may result in termination of services.

5.4 Cancellation Policy

Our Health Policy contained 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 in 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.

If we cancel, except where 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.

5.5 Late Drop-Off Policy

Please notify ABA Results at 239-245-8761 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 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 ABA Results at 239-245-8761 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.

At 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

In order to ensure a healthy environment for clients, families, and staff, session should be cancelled if any of the following symptoms are observed:

- Fever of 100 degrees or more
- Chronic cough
- Diarrhea
- Sore throat/Strep throat
- Discharge from the eye/pink eye
- Unusual spots or rashes/chickenpox, impetigo, ringworm, hand, foot, and mouth
- Lethargy
- Excessive green mucus from the nose
- Vomiting
- Head lice
- Any other contagious conditions

If your child displays any of the above symptoms during a therapy session, we will contact you immediately. Parents are responsible for arranging pick-up within 1 hour. If parent cannot be reached right away, persons from the emergency contact list will be called.

Please notify ABA Results at 239-245-8761 of any contagious illnesses so we take accurate and prompt action.

Returning to session will be based on the following criteria:

- Symptom free for 24 hours without the use of medication
- For illness requiring antibiotics: 24 hours after start of treatment

- A doctor's note ensuring illness is no longer contagious may be required at the director's discretion

6.2 Medical Emergency

In the event of a medical emergency, ABA Results 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. In the event that 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 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 neglect to report it to authorities.

Other reportable incidents that require an internal incident report and guardian notification include:

- Elopement of a child
- 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

ABA Results also has an internal incident report system to document incidents that require attention but are not state reportable. Parents will be notified in these situations.

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 area of service are closed, it is assumed that session is also cancelled. For example, in the event of a weather emergency that closes public schools in the area, the center will also be closed unless we notify you otherwise.

6.7 Diapering/Toileting Procedures

All diapering and toileting procedures follow strict guidelines:

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 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 in trash. Soiled clothing must be placed in a plastic bag to be sent home
- Remove gloves and place in trash
- Place clean diaper/pull-up on child
- Staff will wash hands thoroughly. Staff will wash child'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 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 Termination of Services by ABA Results Therapy Center

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 (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 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.

7.2 Termination of Services by Parent/Guardian

You may discontinue services at any time. ABA Results will work with your family to make a referral to another provider 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 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 does 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 Contacting the Therapy Team

We at ABA Results 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 absolutely necessary, and please do not attempt to communicate directly with ABA therapists outside of working hours. All communication regarding your child's scheduled therapy session, cancellations, and otherwise should be directed to administration at 239-245-8761 or emailed to info@abareults.com

8.2 Grievances

ABA Results is 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 239-245-8761 or info@abareults.com

In the event that 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, Jennifer Andoscia 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 Jennifer Andoscia.

Although informal resolutions are encouraged, ABA Results recognizes that there may be problems that require formal consideration and resolution. In such event, ABA Results 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 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, as a result of a 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 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 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 to 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 in order to continue my child's enrollment at ABA Results Therapy Center.

I have read and understand the above statements.

Parent Signature

Print Name

Date