



INFINITE ABILITIES LLC

GOING BEYOND THE SPECTRUM

Client/Parent Handbook

December 2024

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Section 1- Introduction

1.01 Welcome

Welcome to Infinite Abilities!

We are thrilled that you've chosen us to be part of your journey in Applied Behavior Analysis (ABA) therapy. We understand that this may be a new experience, and we're here to make this journey as smooth and positive as possible. Our team of dedicated and highly trained Board Certified Behavior Analysts (BCBAs) and Registered Behavioral Technicians (RBTs) are committed to providing compassionate, individualized and evidence-based support to help your child and family reach their fullest potential.

What We Offer

At Infinite Abilities we believe that every individual deserves the chance to grow, learn, and thrive in their own unique way. ABA therapy offers powerful tools to support development in communication, social skills, and adaptive behavior, allowing clients to achieve meaningful progress and increased independence. We design our services with compassion, flexibility, and a focus on measurable outcomes that matter most to each client and their family.

Our Process

To ensure the best possible care, we begin with a thorough assessment and develop a personalized therapy plan tailored to your child's unique needs. You'll be an essential part of this process—your insights and involvement are crucial as we build an approach that aligns with your family's values and goals. Our team will provide regular updates, answer your questions, and collaborate with you every step of the way.

Our Commitment to You

Our mission is not only to foster growth for our clients but also to empower families. We are here to support, educate, and collaborate with you. Together, we can create an environment where growth is celebrated, and challenges become stepping stones toward greater independence and happiness.

What's Next?

In the coming days, our team will reach out to discuss the next steps, answer any questions you may have, and ensure you're comfortable and informed. We look forward to meeting you and beginning this meaningful journey together.

Thank you for trusting us to be part of your family's life. Together, we'll create new possibilities for growth, independence, and success.

Warm regards,

Ashley Michaels, MA, BCBA, LBA

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1.02 Mission Statement

The mission of Infinite Abilities LLC is to provide the highest quality of Applied Behavior Analysis services to children and their families, using scientific procedures to encourage individual growth, enhanced communication skills, individualized learning and lifelong independence.

1.03 Vision Statement

Our vision is to shape the future of ABA services by using a “families and clients come first” approach through advocacy, education and independence. We strive to provide an environment that is positive, empowering and supportive, where neurodivergent children and their families feel safe, valued and loved.

1.04 Core Values

Infinite Abilities LLC takes pride in staying true to our core values!

We believe:

1. Clients and families are the upmost priority in our practice. We are fully committed to our clients and their families and will never put our own business relations above our purpose of helping others.
2. We promote the individuality and uniqueness of each client and use these unique qualities as guidelines for client programming.
3. We encourage and value collaboration, teamwork, & advocacy within the client’s home, schools, community, other therapies and specialties.
4. We prioritize the safety, well-being, & autonomy of clients and staff at all times.
5. We strive to provide a fun, engaging and positive learning environment for our clients and staff members.

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1.06 Disclaimer

All information in this handbook is provided on an “as-is” basis. While efforts are made to present the most up to date and accurate information, laws can and do change and interpretations of law vary among jurisdictions. Because of this, no representations, warranties, or guarantees, express or implied, are made as to the accuracy, adequacy, reliability, completeness, suitability, or applicability of the information found in this handbook. All information should be independently verified before being relied upon. Infinite Abilities LLC does not assume responsibility for any error, omission, or inaccuracy of law or fact in the information contained in this handbook. The information provided in this handbook is for informational purposes only and is intended solely as informal guidance. It is not a determination of your legal rights or your responsibilities under the law. None of the information contained in this handbook is or should be construed as legal advice and Infinite Abilities LLC is not engaged in the practice of law. Infinite Abilities LLC has made every effort to consider state, local, and federal guidelines in the development of this handbook. However, the information contained is general in nature and may not apply to each situation. State and federal courts, government agencies, arbitrators, or other adjudicators may interpret the law differently than as stated in this handbook. Because of this, it is recommended that visitors consult legal professionals before taking any action that may result in liability, legal action, or litigation.

1.07 Overview of ABA Therapy

Applied Behavior Analysis (ABA) therapy is an evidence-based approach backed by science. It is widely recognized as an effective treatment intervention for those with autism spectrum disorders, as well as other developmental disabilities. ABA focuses on understanding and improving behaviors that are socially significant and impactful in day-to-day life.

Some core principles of ABA therapy include Positive Reinforcement, Individualized Approaches, Data Driven Decision-making, Skill Acquisition and Behavior Reduction. ABA applications include but are not limited to communication skills, social skills, daily living skills, behavior management and academic skills.

Section 2- Services Provided

2.01 Description of ABA Services

Applied Behavior Analysis (ABA) services encompass a range of individualized interventions designed to promote meaningful and long-lasting behavioral changes. The following are descriptions of some of these services.

Comprehensive Assessments

These include client initial and re-assessments conducted by a Board Certified Behavior Analyst (BCBA) which involve direct observations, caregiver interviews and standardized assessments, functional behavioral assessments (FBA), and skill based assessments.

Individualized Treatment Plans

Treatment plans focus on specific, measurable and achievable goals and interventions based on the principles of ABA. Focus areas include communication and language, social interaction, self-help skills, behavior management, etc.

Direct ABA Therapy

Direct ABA therapy is done one on one and is the primary mode of services to ensure individualized attention. These services are delivered by a Registered Behavior Technician (RBT) under BCBA supervision. Direct services can range from 2-8 hours per day depending on the severity of the case.

Parent/Caregiver Training

Parent and Caregiver training is essential to client success. This involves teaching caregivers to reinforce appropriate behaviors and provide strategies for managing challenging behaviors. Parent training typically occurs for 1 hour at least 2 times per month and are led by the client's supervising BCBA.

Social skills Training

Social skills training is essential for building and navigating relationships. This can include individualized or groups skills pertaining to understanding social cues, engaging in cooperative play, problem solving and conversational skills.

School-Based Services/Community Based services

School based services support clients in the natural educational settings by collaborating with educators and school therapists and providing classroom support. Community-based services are ABA in the real-world setting and is used as a way to practice and generalized skills across various environments.

Telehealth Services

This service is primarily for those families who are unable to access in-person therapy. It offers a flexible and convenient approach for parent training, direct services and consultation with a BCBA.

Behavior Intervention Plans

Behavior intervention plans (BIPs) are services designed to address challenging or disruptive behaviors by identifying the function, implementing replacement behaviors and monitoring and adjusting strategies being used.

Crisis Intervention and Safety Support

Crisis Intervention and safety support is for those individuals with high-risk behaviors. Services involve developing and implementing crisis plans, training caregivers in de-escalation strategies and providing immediate and structured responses during incidents.

Data Collection and Analysis

Ongoing and accurate Data collection helps to ensure that therapy is goal oriented and remains effective through continuous data collection during sessions, analysis of data by BCBA to adjust interventions when needed., providing progress updates with graphs to parents and caregivers.

Transition Planning and Life Skills Training

ABA helps with major life events and fostering independence. This can include moving away from early intervention to school -age services, transitioning into adulthood, vocational training, time management, problem solving and functional daily Living skills.

2.02 Team Roles

ABA therapy relies heavily on a collaboration multiple trained professionals and client caregivers:

Clinical Director

The Clinical Director is responsible for overseeing clinical operations and ensuring quality of care and guiding the professional development of staff. This person holding this leadership position maintains the highest standards of therapy and supports staff, clients and families.

Board Certified Behavior Analyst (BCBA)/Assistant Behavior Analyst (BCaBA)/Autism Specialist (AS)

The BCBA/BCaBA/Autism Specialists are highly educated and trained individuals who are responsible for overseeing and directing all aspects of your child's ABA program. The conduct assessments, develop individualized treatment plans, train and supervise technician's collaborative with caregivers and other professionals to ensure consistency and alignment of goals and provide regular parent training and education to families.

Registered Behavior technician (RBT)/Autism Therapist

The Registered Behavior Technician is a certified professional who works one on one directly with the client and implements the skill acquisition goals and behavior treatment plans designed by the BCBA. They take data on the goals and behaviors throughout the entire session and collaborate with the BCBA/BCaBA/AS regarding client progress, challenges and achievements. The Autism Therapist has the same responsibilities as the RBT but does not yet hold their RBT certification and is in the process of obtaining it.

Parents/caregivers

As a parent/caregiver your role is central to your child's ABA success. You will receive support and guidance from BCBAs to implement strategies effectively and have open communication channels to express your questions, concerns, and comments. Your involvement includes:

- Actively participating in regularly scheduled parent training sessions to learn new strategies to use with your child. (at least 1 hour; 2 times a month)
- Reinforcing skills and behavior strategies in your home and community.
- Provide consistent feedback to the BCBA and therapy team regarding your child's progress, challenges and experiences outside of session.
- Ensuring your child attends sessions consistently and arrives and is picked up on time (if applicable)
- Informing the providers if your child will be absent or if you need to adjust scheduled time of sessions at least 24 hours in advance unless due to illness or emergencies.
- Share all relevant updates such as changes in client routine, medications, new behaviors, life events that may result in difficult behaviors, etc.
- Communicate promptly with administrators regarding schedule changes, insurance changes and other administrative needs.

Other team members

Depending on the client's needs you may have other professionals that collaborate and contribute to the client's ABA services. You must have a release on file with all other therapies and doctors etc. in order for the BCBA to collaborate with these professionals. These professionals include but are not limited to Speech-Language Pathologists (SLP), Occupational Therapists (OT), Teachers/School Staff, Doctors and other specialists.

Administration and Support staff

The administrative team ensures smooth coordination and operations of services between families and the ABA team. Administration and support staff handle all scheduling, billing and insurance concerns, are the point of contact for logistics questions or concerns, facilitate communication between the team and family.

Section 3- Intake and Enrollment

3.01 Intake and Enrollment Process

The intake and enrollment process are designed to ensure that your child receives the most effective and individualized treatment. Below are the steps to help you understand what to expect during intake and enrollment.

1. **Initial Contact:** Families enquire about services at Infinite Abilities LLC.
 - ***How to reach us?***
 - Contact us via our online inquiry form on www.infiniteabilities.co

- Email us at ashleymichaels@infiniteabilities.co
- Call the number on our website.

- ***What happens next:***

- Our administration team will gather basic information about your child, such as client name, age, address, diagnosis, areas of concern, etc. We will also provide you with an overview of our services and answer any questions you may have.

2. Insurance and Financial Review: We will verify your insurance coverage and/or discuss private pay options regarding services.

- ***We will need:***

- A copy of your current insurance card
- A copy of your referral for services from your doctor or insurance company (if applicable)

- ***We will:***

- Contact your insurance company to confirm your benefits, including ABA coverage, co-pays, deductibles, and authorization requirements.
- Provide you with a summary of any out-of-pocket expenses, co-pays, deductibles or other expenses.

3. Intake Documentation: We will provide you with intake forms to complete and a list of needed documentation.

- ***Required Forms:***

- General Intake forms (General information, developmental and medical history and information, etc.)
- Functional Assessment Forms
- HIPAA Privacy Notice and Disclosure Form
- Confirmation of receipt of caregiver guidelines
- Release of information forms to allow communication with other professionals
- Intake consent forms

- ***Additional Documentation Needed:***

- Referral for services from Physician
- Authorization/Referral from insurance company (If applicable)
- Copy of front and back of insurance card and policy holder name, date of birth and contact information.
- Copy of parent/caregiver Driver's license

- Current/Up to Date Formal Diagnosis report from a qualified physician or specialist
- Copy of child's school IEP and/or 504 Plan (if applicable)
- Any previous therapeutic records, assessments and evaluations including previous ABA services, Speech therapy, occupational therapy, physical therapy, other behavior interventions.
- Proof of legal guardianship (if applicable)
- Immunization records

4. Initial Assessment: Once we have all your information and the approval from your insurance company (unless private pay), we will schedule an initial assessment with one of our Board Certified Behavior Analysts. A therapist or assistant BCBA may also be present during the assessment.

○ ***What to expect:***

- The assessment will be conducted in the client's natural environment (in home or school). This will take anywhere from an estimated 1-4 hours depending on client specific needs.
- The BCBA will utilize a combination of assessments including but not limited to direct observation, caregiver interviews, and standardized assessment tools.

○ ***Your role during the assessment:***

- A parent or caregiver over the age of 18 must be present for the entire assessment time frame to answer questions and ensure the child feels comfortable.

5. Individualized Treatment Plan Development: The BCBA takes the assessment results and develops a customized individual treatment plan based on client needs.

○ ***What is included in the plan?***

- A general demographic overview with a summary of medical history, education, insurance information, etc.
- A summary of assessment results – including standardized assessment grids
- Skill acquisition goals tailored specially to the child in the areas of communication, social skills, play skills, adaptive skills, daily living skills etc.
- Behavior reduction goals and recommended strategies
- Recommendations for therapy intensity (10-40 hours per week)
- Parent/Caregiver goals
- Plan for maintenance and transition of skills
- Crisis plan (if needed)

- ***Your role in the treatment plan development:***
 - Once the treatment plan is completed, the BCBA will schedule a meeting with you to review the treatment plan and give you the opportunity to provide feedback.
 - If no edits are needed- you will sign the plan, and it will be sent to insurance for approval.
 - If edits are needed- the BCBA will make these edits and schedule a 2nd meeting to review edits with you and for you to sign the treatment plan.

- 6. ***Creating the treatment team and scheduling:*** Once Infinite Abilities receives official approval of the recommended treatment plan from your insurance company, we will begin to create your personalized care team and schedule.
 - ***What does this entail:***
 - An RBT(s) are assigned to your child's case and BCBA (if not assigned yet)
 - A therapy schedule will be established based on your child's needs and the family and RBT(s) availability.
 - Parent/Caregiver training schedule will also be established.
 - A parent/caregiver meeting will be scheduled to introduce your child's team to you and discuss therapy expectations and confirm therapy schedule.

- 7. ***Therapy Sessions Begin:*** Once all the above steps have been completed therapy sessions can officially start.
 - ***What to expect:***
 - A person over the age of 18 **must** be present for all in home sessions for the entire session's duration (*no leaving to run errands, etc.*)
 - For your first session, the BCBA will most likely accompany the RBT to your child's session (either in person or virtually via a secure video platform).
 - The RBT will work directly one on one with your child for the duration of the therapy session following goals and instructions provided by the BCBA.
 - The BCBA will oversee therapy sessions, analyze progress and make adjustments to your child's programming as needed.
 - The BCBA will provide supervision of the RBT at least 5-10% of the total allowed therapy hours in person or remotely via a secure video platform.

- 8. ***Communication and Support while receiving ABA services:*** Infinite Abilities believes that ongoing communication with families and support are essential and mandatory.
 - ***Parent/Caregiver Training***

- Parent training sessions are mandatory at least 1 hour a month (2 hours/biweekly sessions are preferred)
 - During parent training, you will have the opportunity to ask questions, make suggestions, discuss challenges, provide constructive feedback regarding the services you are receiving, as well as review your child's graphs of progress and be given the opportunity to learn more about ABA concepts as they pertain specifically to your child.
- **Reassessments**
 - Re-assessments are conducted, assessment results analyze, and new plans created/updated to reflect the child's progress and new goals are added and submitted to insurance bi-annually (of at least 4 weeks before the child's current insurance authorization ends)

Important Notes for Families

- **Timelines for services**
 - To ensure services in a timely manner, completing the intake forms and responding to communications is essential.
 - Insurance approval timelines may vary. We try to expedite the process as much as possible.
 - There may be a waitlist for services at Infinite Abilities LLC, we will keep your enrollment forms secure and update you on your enrollment status and start dates.

Section 4- Policies and Procedures: Health and Safety

4.01 Illnesses and Exposure

Infinite Abilities LLC reserves the right to temporarily deny any employee or client services for reasons of obvious illnesses or to request early departure should symptoms become apparent during the day. Any employee or client who seems unable to participate in the normal daily activities due to feeling unwell, may be sent home, or sessions may be cancelled. It is critical that clients and therapists refrain from attending sessions and inform their supervising BCBA or management immediately of any of the following:

- **Fever** of 99° F or higher without the use of fever-reducing medications.
 - The client must be fever-free without medication for 24 hours before returning to Infinite Abilities LLC
- **Rash**

- Any rashes other than diaper rash or eczema/mild skin irritation will result in the employee or client being sent home/Services being canceled. An official physician's note with clearance that the rash is not contagious must be submitted to management before returning to Infinite Abilities LLC
- **Conjunctivitis (Pink Eye)**
 - Clients must be evaluated by a physician and have received at least 24 hours of antibiotic treatment before returning. An official physician's note must be submitted to management regarding returning.
- **Thick white, green, or yellow discharge from the nose or mouth**
 - This is often a sign of an infection and should be evaluated by a physician or 24 hours of no discharge before returning.
- **Persistent hacking cough**
 - Clients must stay home the next day for observation. Before returning, an evaluation and diagnosis from a physician in writing must be submitted and at least 24 hours of medication treatment (if prescribed)
- **Diarrhea**
 - Clients will be sent home, or sessions will be canceled after the 2nd loose stool in one day.
 - Client must be free from diarrhea for 24 hours and have had at least 1 regular bowel movement before returning. Upon return if the client has 1 or more loose bowel movements they will be sent back home, or sessions will be canceled.
 - Exceptions to this policy are if the client is taking medication prescribed by a physician that may cause loose bowel movements (such as laxatives)
- **Vomiting**
 - Clients will be sent home, or sessions will be cancelled after the 1st episode of vomiting. The client must be symptom free with no stomach discomfort or vomiting for at least 24 hours before returning to Infinite Abilities LLC
 - Infinite Abilities LLC understands that because of the nature of our services, clients may become upset, which on rare occasions may trigger a client to gag or vomit. In these situations, the supervising BCBA will make the decision as to whether the client will need to be sent home, or services will be canceled.
- **Head lice.**
 - Clients cannot return until 24 hours after treatment and in addition must be nit free for 24 hours.

4.01a Common Cold

Clients suffering from a common cold/allergy will be assessed on a case-by-case basis. Most minor colds do not require a client to stay home, or sessions being canceled unless he/she has a fever or cannot complete his/her normal daily activities.

4.01b COVID-19

If a client tests positive for COVID-19 they cannot return to Infinite Abilities LLC for 5 days (day zero being the date of the positive test) Employees and clients should also be fever free for 24 hours without medications before returning. Upon returning the client (if able) should wear a mask for an additional 5 days, (days 6-10), unless otherwise noted by a physician.

4.01c Influenza

If a client tests positive for influenza, they cannot return to Infinite Abilities LLC until 5 days after the onset of the illness or 24 hours fever- free without medication, unless otherwise officially noted by a physician.

4.02 Home Visits/Working in Client Homes Safety

While all households have their own way of functioning, Infinite Abilities LLC requires families who receive in-home sessions to:

- Provide the staff with a hygienic, illness free, bug-free, rodent-free and quiet workspace.
- Families may be asked to provide certain supplies or materials needed for client specific goals, unless provided directly to staff from the company. Examples may include: paper, markers, daily living supplies such as toothbrush, chewys, etc)
- A family member over the age of 18 years old must remain at the residence during the entire duration of the session.
 - This means that the person/family member over 18 years of age must remain at the residences and not leave at any point, this includes leaving to pick up siblings, run errands, go for a walk, etc.
- At no time should the employee be left alone at the home with the client

4.02a Uncomfortable and Unsafe Situations

If at any time during an in-home session, an employee feels uncomfortable, or unsafe within reason (illegal drugs present, intoxication of family member, harassment, etc.) **the employee has the right to:**

- Leave the residence immediately!

- Notify their direct supervisor as soon as safely possible.
- Inform the family of their leaving, so the client is not left unattended (if it is safe to do so),
 - Note: The employee is not required to explain to the family 'why' they are suddenly leaving and ending the session.

If there are other vulnerable individuals present at the residence, **the employee has the right to:**

- Attempt to ensure the client's safety.
- Contact 9-1-1 immediately.
- Do not escalate or de-escalate the situation.
 - Use the best judgement and allow the proper authorities to handle the situation.

4.03 Emergency Procedures

The safety and well-being of all clients, families, and employees are our highest priority. While we strive to prevent emergency situations, it is essential to have clear procedures in place to address these situations if they should arrive. All employees at Infinite Abilities, LLC are required to have a current CPR/First Aid/Basic Life Support certification on file. All families who receive in-home services should have a first aid kit readily available if needed.

- **Types of Emergencies and Specific Procedures**

- **Medical Emergencies:** If a client or therapist sustains an injury or experiences a medical emergency such as having a seizure, difficulty breathing, severe allergic reaction etc.
 - **In-home Therapy:**
 - Staff will immediately notify the parent or caregiver who is present during the session.
 - Parent/Caregiver have the right to choose medical treatment of their choice.
 - RBT will immediately administer first aid/CPR as necessary given parent permission.
 - An incident report will be completed.
 - **Center Based/ Community Based Therapy:**
 - Staff will immediately administer first aid/CPR as trained and is necessary.
 - Emergency Services (911) will be contacted if required.

- Parent/Caregiver or Emergency Contact person will be notified immediately.
 - An incident report will be completed
- **Behavioral/Safety Emergencies:** If a client exhibits behaviors that post an immediate danger to themselves or others such as self-injury or aggression:
- Staff will implement the client's behavior intervention plan/crisis plan as outlined on the client's treatment plan.
 - If necessary, staff will remove other individuals from the immediate area to ensure safety.
 - Staff will inform parent or caregiver of the situation (in home sessions)
 - The supervising BCBA will be contacted for further guidance if needed.
 - Parents/Caregivers will be informed promptly about the situation and actions taken (in center)
- **Environmental Emergencies:** Fires, inclement weather, flooding, etc.
- Staff will follow emergency evacuation procedures or shelter in place procedures (in center)
 - Staff will work with parents/caregivers present to follow an emergency evacuation plan or shelter in place (in home sessions)
 - For severe weather, move to the safest area within the building until all clear is given.
 - Have emergency supplies such as first aid kits and emergency contact info readily available (in center_
 - Parents or caregivers will be notified of the situation as soon as it is safe to do so.
- **Lock Down Situations:** Threats near or at the therapy center or location where therapy is taking place, such as intruders or police activity.
- Staff will initiate lockdown procedures:
 - 1. Doors will be locked and client, staff and others present will move to a secure location (if in home- with parent/caregiver permission)
 - 2. Noise should be minimized, and staff will ensure all individuals are calm and safe
 - Local authorities will be contacted if necessary.

- **Fire and Weather Drills and Emergency Preparedness (in center):** Infinite Abilities LLC facilities conduct regular fire and emergency drills to ensure all clients and staff are familiar with the procedures. Evacuation routes and storm shelter areas are clearly marked, and staff are trained to manage these situations calmly and effectively.
- **Parent Communication during Emergencies:** Parents, caregivers or emergency contacts will always be contacted as soon as it is safe to do so. Communication methods include: Phone calls, Texts messages and emails or other appropriate method. A parent or caregiver may be required to pick up the client (in center) depending on the severity of the emergency.
- **Emergency Contact Information:** All families are required to have an updated emergency contact list containing authorized individuals for client pickup (in center) or in case of emergency situations, as well as any other information that may be helpful during emergency situations.

4.04 Mandated Reporting

All employees are mandated reporters and are required by law to report to the Department of Human Services or similar state agency if there are reasons to believe that a child has been or may be abused or neglected. "Child abuse or neglect" or "harm" occurs when a Parent/guardian or other person responsible for the child's welfare inflicts physical or mental harm or creates a substantial risk thereof, excluding reasonable and moderate corporal punishment solely for the purpose of restraining or correcting; commits sexual abuse or creates a substantial risk thereof; fails to supply adequate food, clothing, shelter, education or health care; abandons the child; or encourages, condones or approves the commission of delinquent acts.

As mandated reporters, employees must report any suspected abuse to their immediate supervisor and file a report with the Department of Human Services within 24 hours of the suspected abuse or neglect. Although filing can be done anonymously, employees' safety will be considered, and the employee may be transferred off the case if necessary.

Section 5- Policies and Procedures- Holidays and Cancellations

5.01 Company Holidays/Closures

Infinite Abilities LLC observes the following holidays and will be closed on:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Friday before Easter/Good Friday
- Juneteenth
- Independence Day (4th of July)
- Labor Day
- Columbus Day/Indigenous Peoples' Day
- Veteran's Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Years Eve

5.02 Inclement Weather

The safety of our clients and staff are a top priority at Infinite Abilities LLC. In the event of natural disaster or inclement weather, Infinite Abilities will follow the local school district guidelines for closure or delays. Infinite Abilities LLC will notify clients and staff as soon as possible regarding any closures, delays or early releases that may occur.

Section 6- Billing and Financial Information

6.01 Insurance Verification and Claims Process

6.01a Insurance Verification

Before services begin, we will need to confirm your insurance covers ABA services. To do this we will need the following information:

- Copy of your current insurance card (back and front)
- Policy holder information
- Copy of your/policy holders current driver's license (front and back)
- Any referrals or prescriptions for services from a primary provider

We will then contact your insurance company and verify your service plan coverage regarding authorized therapy hours per week, copays, deductibles, limitations, etc. Once this is completed will contact you and share your coverage details and financial responsibilities and any information regarding prior authorizations and reauthorizations

6.01b Claims Process

After each therapy session, we submit claims to your insurance company using the correct codes for services. The insurance company reviews and processes the claim and payments are made directly to Infinite Abilities LLC. An explanation of benefits should be provided to you, outlining the payments and money you may owe.

6.01c Changes to Insurance

If at any time there is a change in your insurance coverage, it is essential that you update Infinite Abilities LLC immediately to avoid interruptions in services.

6.02 Out of Pocket Expenses

6.02a Client Expenses

Infinite Abilities LLC understands that managing out-of-pocket expenses can be a significant issue for families when deciding to get services. Below are the potential out-of-pocket expenses you may be responsible for depending on your insurance coverage or payment arrangement and how we strive to provide you with the support you need.

- **Co-Pays** (A fixed amount required insurance for each therapy session)
 - Due at the time of services
- **Deductibles** (The amount of out-of-pocket expenses you are responsible for before your insurances begin coverage)
 - Due at the beginning of the deductible period or unit it is met.
- **Coinsurance** (The percentage of the total cost you are required to pay after your deductible has been met)
 - Due after the deductible has been met.
- **Non-Covered Services** (Services, assessments of therapy sessions that are not covered by insurance.
 - Applies if your insurance company has exclusions, caps on therapy hours or does not cover services.
- **Private Pay** (For families without insurance coverage- the full cost of services is paid out of pocket)
 - Due at the time of services

6.02b Expense Payments

Payments are due at the time of service; balances will be billed monthly. We accept Credit/Debit and electronic payments. Payment plans may be available for families facing financial hardships. Contact us to discuss the options available to you.

6.03 Policies for Missed Payments or Financial Hardships

Infinite Abilities LLC is committed to delivering the highest quality of services to our clients and their families. It is essential that all financial responsibilities are met in a timely manner.

6.03a Payment Due Dates

All payments including copays, deductibles and/or private pay amounts are due by the specified date as noted on your billing statement and service agreement in order to avoid a lapse in services.

6.03b Missed Payments

If a payment has not been received by the due date on your billing statement, you will be sent a written reminder via email and/or postal mail that includes any outstanding balances and payment due date. A late fee of \$35 will be added to your balance for payments that are not received within 7 days of the due date. If the payment remains outstanding after 30 days, Infinite Abilities LLC reserves the right to suspend services until the account is up to date. You will receive a formal written notice prior to the suspension of services to allow time for resolution. Accounts with unpaid balances exceeding 60 days may be referred to a third-party collections agency.

6.03c Insufficient or Returned Checks

If a check or payment is returned due to insufficient funds or other banking issues, you will be notified promptly. A \$40 returned check fee will be applied to your account. The full amount of the returned check and the \$40 returned check fee must be paid within 7 days using an alternative payment method (credit card, cashier's check, electronic transfer). After 2 or more instances of returned checks we will require that all future payments be made using one of the secure alternative payment methods. Infinite Abilities LLC reserves the right to discontinue services after 3 returned checks.

6.03d Payment Assistance

Infinite Abilities LLC believes that financial hardships should not hinder a child's services. We understand that unexpected and difficult financial hardships arise. To support our clients and their families, we offer the following options:

- **Payment Plans:** Flexible payment arrangements can be made to help resolve outstanding balances.
- **Special Considerations:** Families facing hardship may be eligible for a temporary adjustment to their payment schedule.

Contact our billing department as soon as possible to prevent interruptions in services.

Section 7- Rights and Responsibilities

7.01 Client and Family Rights

Infinite Abilities LLC is committed to creating a positive and collaborative environment for our clients and their families. Below outlines the rights and responsibilities of families to ensure clarity, mutual respect and effective communication throughout your child's treatment.

Families have the right to:

- **High quality care** including evidence based, individualized therapy for your child and to be treated with dignity, respect and cultural sensitivity.
- **Transparent Communication** includes access to regular updates on your child's goal progress and any treatment plan modifications, and to have your questions and concerns addressed promptly by our qualified professionals.
- **Treatment involvement** includes participation in the development, review and review of your child's individualized treatment plan and to be trained on strategies to support your child outside of therapy sessions.
- **Confidentiality** by expecting that all personal and medical information is stored securely and kept confidential in accordance with HIPAA and other relevant privacy laws.
- **Grievance Process** includes the ability to raise concerns or file grievances without fear of retaliation and have your complaints reviewed and resolved in a timely manner.
- **Access to Records** by requesting and obtaining copies of your child's treatment records as permitted by law.
- **Service Refusal** by choosing to decline or withdraw from services at any time.

7.02 Parent Responsibilities

As a part of the Infinite Abilities family, you are responsible for the following:

- **Attendance and Participation** by ensuring your child attends therapy sessions regularly and arrives and is picked up on time (in center) and provide advanced notice of cancellations and/or rescheduling per the attendance policy.
- **Open Communication** by sharing relevant updates about your child's behavior, medical history or life circumstances that may impact treatment and notify the team of any changes in insurance coverage or contact information.
- **Consistency and Follow-Through** by implementing recommendations provided during biweekly parent training sessions and to collaborate with the team to maintain consistency across environments.
- **Respectful Interaction** by treating all staff members of Infinite Abilities with the upmost respect and professionalism and adherence to policies and guidelines outlined within this handbook.
- **Financial Obligations** by ensuring all payments are made in accordance with the financial agreement and by contacting the billing team promptly with any questions or concerns.

- **Safety and Cooperation** by providing a safe and hygienic environment for in-home sessions and ensuring the child is supervised when the therapist is not present. You are also responsible for ensuring someone of the age of 18 is always in the home during in-home sessions and following emergency and other safety procedures as outlined in this handbook.

Section 8- Confidentiality and Privacy

8.01 HIPAA Compliance

Infinite Abilities is committed to protecting the privacy and confidentiality of your child and family's personal health information (PHI). Our practice complies with the Health Insurance Portability and Accountability Act (HIPAA) to ensure the secure handling of all sensitive information.

8.01a What is HIPAA?

HIPAA (Health Insurance Portability and Accountability Act) is a federal law that establishes standards for the protection of personal health information (PHI). PHI includes any information related to your child's health status, treatment, or payment for healthcare services that can be linked to an individual.

8.01b How Your Information is Protected

- Infinite Abilities uses secure systems and encryption technologies to store and transmit PHI and restricts access to PHI to authorized personnel who are trained in HIPAA compliance. Information about your child's therapy services will only be shared with authorized individuals, such as family members, medical professionals, or insurance providers as permitted by law. All requests for sharing PHI will require your written consent unless otherwise mandated by law (e.g., reporting abuse or safety concerns). All paper records of clients are securely stored in locked files, and digital records are protected by secure passwords and encryption and access to these records is monitored at all times.

8.01c Your Rights Under HIPAA

Under HIPAA you have the right to request copies of your child's treatment records and other PHI and review records to ensure they are complete and accurate. Requests can be made for amendments to update information that may be incomplete or incorrect. You provide consent for how and with whom your child's PHI is shared and you can revoke this consent at any time except in cases where the law requires disclosure. You have the right to receive a Notice of Privacy detailing how your PHI is used, disclosed and protected.

- **Filing a Complaint:** If you believe your privacy rights have been violated, you may file a formal complaint with Infinite Abilities or directly with the U.S. Dept. of Health and Human Services. There is no retaliation for filing a complaint.

8.01d How Your Information is Used and Shared

Infinite Abilities may share your child's PHI information for the following purposes:

- Treatment: to coordinate care with your child's therapy team and healthcare providers.
- Payment: to process claims with your insurance provider or handle billing inquiries
- Healthcare Operations: to monitor the quality of care and ensure compliance with legal requirements.

We will not use or share your PHI for purposes unrelated to the above without your explicit, written consent.

8.01e Safeguards for Telehealth Services

Infinite Abilities provides telehealth services. We use secure HIPAA compliant platforms. No therapy sessions will be recorded without your explicit, written consent.

Section 9- Feedback and Grievance Procedures

9.01 Feedback Procedures

Infinite Abilities, values our open communication and transparency with our families. We encourage families to share thoughts and experiences, both positive and constructive regarding the services we provide. You can provide feedback in the following ways:

- Direct Communication with your child's care team or the clinical director during scheduled meetings or during sessions
- Company Satisfaction and feedback surveys may be provided to families.
- Written feedback via email or written feedback to the administration team.

9.02 Grievances

Infinite Abilities LLC understands that concerns may arise, and we are committed to resolving them promptly and respectfully. Families are encouraged to follow the procedures outlined below if/when grievances occur.

1. **Informally:** Address the concerns directly with relevant team members such as the BCBA or clinical director
2. **Escalation:** If the concern is not resolved with informal attempts, families may file a formal grievance by submitting a written statement to administration that includes: Your name, contact information, a detailed description of your concern and any relevant information or documentation.

3. **Upon receiving a formal grievance**, Infinite Abilities will acknowledge receipt within 3 business days and investigate the concern thoroughly by record reviewing and speaking to involved parties. Infinite Abilities will provide a written response detailing our findings and any proposed solution within 14 business days.
4. **Further Action:** If the resolution is not satisfied, you may request a review by Ashley Michaels, MA, BCBA, LBA -Owner & Director of Infinite Abilities LLC. Families may also contact external agencies, such as insurance companies or professional licensing boards, if necessary.

9.03 Non-Retaliation

Infinite Abilities is dedicated to fostering a positive environment where families and clients feel safe to express their concerns without fear of retaliation. Filing a grievance will not negatively impact the services that are provided to your child.

Section 10- Resources and Contact Information

10.01 Resources

Infinite Abilities LLC observes the following holidays and will be closed on

10.01a Internal Resources

Clinical Support Team

- For questions about your child's progress, treatment plan, or therapy goals:
 - **BCBA Contact:**
 - **Phone:**
 - **Email:**

Scheduling and Session Management

- For questions about therapy schedules or rescheduling appointments:
 - **Scheduling Coordinator:**
 - **Phone:**
 - **Email:**

Billing and Insurance

- For questions about invoices, payments, or insurance claims:
 - **Billing Specialist:**

- **Phone:**
- **Email:**

Feedback and Grievances

- For providing feedback or filing a formal grievance:
 - **Contact Person/Office:**
 - **Phone:**
 - **Email:**

10.01b External Resources

Autism Organizations

- **Autism Speaks:** Resources on autism diagnosis, treatment, and family support.
 - Website: www.autismspeaks.org
 - Phone: 1-888-288-4762
- **Autistic Self Advocacy Network (ASAN):** Resources from a self-advocacy perspective.
 - Website: www.autisticadvocacy.org
- **National Autism Association:** Safety and advocacy resources for families.
 - Website: www.nationalautismassociation.org

Parent Support Groups

- Check local chapters or online forums for parent groups such as:
 - Autism Society of America: www.autism-society.org
 - Facebook Support Groups for Autism: Search for groups specific to your area.

Educational Resources

- **Wrightslaw:** Information on special education law and advocacy.
 - Website: www.wrightslaw.com
- **Understood.org:** Resources for parents navigating learning and attention challenges.
 - Website: www.understood.org

10.01c Crisis Resources

If you are experiencing an emergency or need immediate assistance:

- **Local Emergency Services:** Call 911 for medical or safety emergencies.
- **National Suicide Prevention Lifeline:** 988 or 1-800-273-TALK (1-800-273-8255).
- **Crisis Text Line:** Text HOME to 741741 for 24/7 crisis support.

10.02 Contact Information

For general information and inquiries please contact us at:

- **Phone:** (229)-251-7930
- **Email:** ashleymichaels@infiniteabilities.co
- **Website:** www.infiniteabilities.co

Section 11- Acknowledgement of Receipt

By signing below, I acknowledge that I have received and reviewed the Infinite Abilities Parent Handbook. I understand that this handbook contains important information about the ABA services provided, policies, procedures, and my rights and responsibilities as a parent or guardian.

I acknowledge that:

1. I am responsible for reading and understanding the content of the Parent Handbook.
2. I agree to comply with the policies and procedures outlined in the handbook.
3. I understand that [Insert Company Name] may update the handbook from time to time and that I will be notified of any significant changes.
4. I have been provided with contact information for any questions or clarifications regarding the handbook or its contents.

If I have any questions, I understand that I can contact Ashley R. Michaels, MA, BCBA, LBA-Owner/Clinical Director at 229-251-7930 or ashleymichaels@infiniteabilities.co for assistance.

Parent/Guardian Name:

(Print) _____

Child's Name:

(Print) _____

Parent/Guardian Signature:

(Sign) _____

Date:

Company Representative Name:

(Print) _____

Company Representative Signature:

(Sign) _____

Date:

Please return the signed acknowledgment to Infinite Abilities within 5 days of receipt. A copy of this signed form will be kept on file for our records. Thank you!