



## *Parent Handbook*



## **Welcome to Little Oaks ABA**

Dear Families,

Welcome to Little Oaks ABA—we're so glad you're here.

Choosing the right support for your child is one of the most important decisions you'll ever make, and we're honored that you've chosen to partner with us. At Little Oaks, we believe that meaningful growth begins with strong, trusting relationships. That's why everything we do is grounded in **compassionate care**, **collaboration**, and **naturalistic, play-based learning**.

This handbook is here to guide you through what to expect, how we work, and how we'll walk alongside your family each step of the way. Inside, you'll find information about our services, policies, communication expectations, and the values that shape our work.

Most importantly, we want you to know:

You are not alone in this. We are here to listen, to support, and to celebrate every step—big or small—on your child's journey.

Thank you for the trust you've placed in us. We're excited to get started and look forward to growing together.

With warmth and appreciation,

**The Little Oaks ABA Team**

*Be Ready. Be Present. Be Compassionate.*

## Our Mission

At Little Oaks, our mission is to empower each child to reach their full potential through compassionate, evidence-based Applied Behavior Analysis rooted in naturalistic learning and inspired by the Montessori philosophy.

We believe that learning flourishes in environments where children are respected as capable, autonomous individuals.

Our approach honors each child's unique developmental journey by embedding learning opportunities within everyday activities, fostering independence, curiosity, and a lifelong love of learning. We partner with families to create nurturing, purposeful spaces where children thrive through choice, engagement, and meaningful relationships.

## Our Vision

Our vision is not only to provide quality and compassionate support services, including individual behavioral interventions, parent coaching, and early educational programs, but to be a community resource for families navigating therapeutic interventions and resources for children affected by autism spectrum disorder and related neurodivergent diagnoses.

### Clinic information:

#### Locations:

222 Capcom Ave, Wake Forest

1103 Norwalk St, Greensboro

Hours: Both clinics are open Monday through Friday, 8:30am to 5:30pm

### Building security:

Safety is a top priority at Little Oaks. The doors will remain locked during business hours to ensure the safety of all on premises. Once inside we ask that you remain in the lobby area until your child comes to you or you sign in and are brought to your designated area. All visitors to our clinics are expected to sign in and out, as well as sign a HIPAA non-disclosure form. This is to protect all clients' information.

### Home information:

We offer home services from 8am to 7pm Monday through Friday and weekend hours upon request. When entering the premises where services will be provided a BCBA may complete a safety checklist to ensure that staff are comfortable and therapy area is appropriate. The BCBA will also need to be notified of any cameras present in the service area.

During service, someone over the age of 18 must be in the home at all times and must be awake and available for the duration of the session if needed. Needs may include diaper changes and providing meals, as well as in the event of an emergency. Upon arrival, please let the BT/RBT know any information they may need to know and where the adult at home will be located in case they are needed. Please note if the responsible adult leaves during the session, or if the adult is under the influence of alcohol or drugs and is unable to care for the client, the session will be stopped, and an emergency contact will be notified. Please also ensure any sibling or other children are kept out of the environment therapy is being provided unless working on socialization or peer goals. This is to allow the BT/RBT to focus on your child's programs.

### Closures:

At times inclement weather, power/water disruption, or other emergencies could interfere with Little Oaks operations. This may affect only one or both clinics or all Little Oaks services. If closure is necessary families will be notified through email and text messages or a phone call. A message will also be posted on Brightwheel. This decision will be made by the Owner/Director or local Program Coordinator.

Below is a list of holidays all Little Oaks services will be closed. (Please look for the yearly list sent out with dates included):

New Year's Day

Martin Luther King Jr Day

Good Friday Memorial Day

Juneteenth

The week of July 4th, clinics are closed for deep clean

Labor Day

Thanksgiving (Thursday and Friday)

The week between Christmas and New Year, clinics are closed.

Home services available upon request.

### Clinical Teams:

BCBA: Board Certified Behavior Analysts are certified by the Behavior Analyst Certification Board (BACB) and go through extensive training to provide behavior analytic services. The BCBA will create and oversee all ABA programs for your child.. They will conduct all assessments, reassessments, and supervision of BTs/RBT implementing programs. They will also provide parent training and will be your point of contact for all questions or concerns related to your child's progress in ABA and service provided by the BTs/RBTs.

BTs/RBTs: Behavior technicians or Registered Behavior Technicians will provide one on one direct ABA therapy with each client as prescribed by the BCBA. Their responsibility is to implement ABA evidence based procedures, to collect data, and help your child progress through their goals. This also includes implementing any behavior intervention as well.

### What to Expect:

**Assessments/reassessments:** An assessment is given before your child begins services. This assessment and information you give during the intake process will help the BCBA create your child's treatment plan.

Once your child begins ABA services, the BCBA will periodically reassess your child to measure their growth and to monitor their continued progress, as well as update their treatment plan. When your child is reassessed, your BCBA will meet with you to discuss the progress or barriers they have observed and any new goals they, or you may have for the child. Once you and the BCBA agree to the terms of the treatment plan and you sign off, the treatment plan is sent to your insurance funder to obtain authorization for Little Oaks to continue to provide services.

**During sessions:** Little Oaks believes in naturalistic teaching and following your child's lead to establish motivation and to run through programs. At the beginning of the session the BT/RBT will establish a rapport with your child. The BT/RBT will then run through the goals prescribed by the BCBA. The client may work independently or with peers to obtain these goals in the clinic, at home, or in the community. This may look like just playing at times but the BTs/RBTs are always working towards their client's achievements. At the end of the session the therapist will write a note summarizing the session and ask the responsible caregiver to sign the note. These notes provide documentation of the services provided that day and are available on the Motivity platform for your reference.

**Data Collection:** Data collection and analysis is essential to ABA services- it's literally in our name! Data for all ABA program goals are taken and stored on the ABA data collection platform, Motivity. For the most accurate data collection, data is inputted on Motivity throughout the session by the BT/RBT on electronic devices. (cell phones, tablets) Parents have access to Motivity as soon as their child begins services. You are able to see your child's progress and to see the notes the therapists write after sessions. If you have any questions about program progress or anything on the Motivity platform, feel free to reach out to your child's BCBA.

**Parent Involvement:** We provide services in various settings and across different staff members so that your child is able to generalize the skills they are learning, but for ABA to make a lasting effect parent involvement is extremely important and is required to be eligible for insurance coverage as well as enrollment in our program. We ask that you meet with your child's BCBA a minimum of once a month. This can be a time to discuss your child's current programming and how you can implement it at home with various family members, any new or problem behaviors you are seeing, as well as future goals your child would like to accomplish. Your BCBA may give you teaching techniques to practice or data collection sheets to complete at home.

Behavior Intervention: Upon starting services or as services progress your child may require a behavior intervention plan (BIP). This is used as a guide on how to reduce or eliminate maladaptive behaviors. The plan will define your child's maladaptive behavior for change as well as the procedure your child's BTs/RBTs will use to reduce or eliminate the occurrence of the behavior. Your BCBA will train you and your child's BTs/RBTs on how to implement the techniques for behavior reduction before they begin. The BT/RBT will also track the occurrence of the behavior during the session. The BCBA will consistently review the BIP to ensure it is effective or if it needs to be adjusted. Little Oaks recognized the importance of safety in everything we do. We use the least restrictive practices when de-escalating any incident with your child. We have staff on-site at each clinic that are trained and certified by National Crisis Intervention (NCI). We are also continuing to train as needed. Any physical interventions that may be used as part of the crisis plan which every BIP has and will be discussed with you before being implemented and signed off by both parties. Restraints and seclusion are prohibited under Little Oaks policy. If urgent situations (fire, elopement in a dangerous area or other safety emergency) occur and the safety of your child becomes in question, we may use physical intervention to ensure the safety and reduce the risk of serious harm to your child. If physical intervention is used parents will be notified and informed of the situation.

#### Client's Rights and Ethics:

Our number one priority is your child! Your child has the right to receive medically necessary services that are individualized, effective, and in the least restrictive environment. You and your child have the right to be treated with dignity, respect, and compassion. Little Oaks does not discriminate against gender, race, sexual orientation, religion, medical conditions, economic status or educational background.

Our clinical teams (BCBAs and RBTs) adhere to and abide by a code of ethics under the Behavior Analyst Certification Board (BACB). The relationship between Little Oaks employees and our families is strictly professional. This means our clinicians cannot engage in any other relationship outside of the therapeutic relationship. This limitation includes but is not limited to connections such as babysitting clients, driving clients anywhere, or exchanging personal information with families. All communications should occur in agency communication systems such as Brightwheel or ABAEngine. Under the ethics code our clinicians should not participate in activities such as family outings, vacations or birthday parties if they are not providing behavior analytic services. Lastly, our clinicians cannot accept gifts valued over \$10.00.

Our clinic team is not allowed to work with families in any other capacity except as your behavior therapist or consultant. We cannot advise you on any medical or academic concerns that you may have and would refer you to your pediatrician or

school for appropriate help. We cannot implement services we are not trained in and will not implement non-evidence-based services. However, we are here to help. If you are struggling with a particular need, please reach out to your BCBA or Program Coordinator to see if we can assist with recommendations or referrals. While we cannot practice outside of our scope of practice, we're happy to share our community resources as needed!

Little Oaks is committed to maintaining the privacy of all our clients. All protected health information of your child and family is kept confidential within the rights of the Health Insurance Portability and Accountability Act (HIPAA). However, it is important for you to know this confidentiality has limitations as stipulated by law.

This may include:

- If we have written consent to release information
- It has been determined or there are reasonable grounds for abuse, neglect or that you/your child are a danger to yourself or others
- If ordered by a judge

Little Oaks strives to provide excellent service in every part of everything we do. We welcome you to share suggestions, concerns and feedback at any time. Periodically you may receive surveys. We value your opinion and encourage you to be honest when sharing your thoughts and comments with us. This will help us grow and continue to provide excellent service. This feedback will be confidential unless explicit permission is acquired by the agency.

### Communication:

Communication is important. We ask that you notify us of any changes that may affect your child's programs or any concerns you may have. This may include changes to medication, sleep habits, or a new behavior. We also love to hear about new accomplishments that occur, we love to share your wins!!

If you have questions or concerns, please reach out to your child's BCBA. They will get back to you in a timely manner within our business hours (M-F 9am-5:30pm) or as discussed with the BCBA. If you are planning a vacation or preplanned time off, we ask for at least two weeks' notice to plan for staffing changes. If you need to cancel a session because of sickness or other last minute happenings we ask that you give us as much notice as possible, preferably 24 hours, but understand if this is not possible. These absences should be communicated through Brightwheel or ABAEngine so that both your BCBA and clinic supervisor are aware!

### Brightwheel:

This is a method of communication we use at our clinics to share about your child's day. We are able to take and send pictures and messages on the secure app and you are able to see updates of what your child is up to throughout the day. This is also a good way to share with your child's BT/RBT any updates you may have as well.

### Attendance:

#### Attendance policy:

Consistency is a vital part of your child's success. We expect that clients attend an average of 90% of scheduled hours. If attendance begins to fall under 90% for two consecutive weeks, we will notify you and remind you of the importance of having your child at their session. If this continues for a third week (over a two month span) a meeting will be scheduled with you and your child's clinical team to discuss issues surrounding absences and how we can ensure your child can continue to be present for sessions. If attendance continues to be under 90% after this meeting, services may be reduced or discontinued.

Also, three consecutive missed or cancelled appointments may result in meeting with your clinical team to discuss barriers impacting attendance. Additionally, two no show, not home, or missed visits without a phone call/text to cancel within a two month period will result in a meeting with the team to discuss ability to continue services.

Drop off and pick up: We understand unexpected events may arise and ask that you notify us as soon as possible if you will be dropping off or picking up late.

It is important to be on time not only for your child's progress but for our BTs/RBTs that are scheduled to work with them. Our BTs/RBTs work one on one with your child and the hours they work depend on your child being there for the session. We ask to be notified at least thirty minutes in advance if your child will not be attending their session. Notification with less than thirty minute notice will result in a \$30 fee. Also, after thirty minutes of being late for the start of a session without a call/text/email this will be considered a no show which will result in a \$30 no show fee that will be paid directly to the BT/RBT.

Additionally, we will allow a ten minute grace period when picking up your child from the clinic. After that ten minute period you will be charged \$1 a minute until you arrive. This will also be paid directly to your child's BT/RBT. Being late to pick up your child from session may result in another child missing out on their session as our BT/RBT are often scheduled back to back.

### Diapering and Toileting:

If your child requires diaper changes, we ask you to provide diapers and wipes as needed. If your child is toilet training, we ask that you pack multiple sets of weather appropriate clothing to use as needed. BTs/RBTs will send reminders through Brightwheel when more items are needed. For sessions that occur in home the parent/caregiver is responsible for diaper changes and may need to assist in toilet training if your child needs to be changed.

#### Medications:

It is important to note Little Oaks does not employ medical personnel on our staff. We are not able to administer routine medication. Please be sure to give medications before sessions if needed. If medication is forgotten and may affect your child's day, please communicate this to your child's BT/RBT.

For those clients that require emergency medications we must have a medical practitioner's note for us to administer the drug. The medication must remain in its original container with identifiable information including client's name, date of birth, medication name, dosage, and expiration date. Parents or caregivers are required to demonstrate the appropriate usage and administration of medication and provide written guidance. All staff working with the client will learn how to administer emergency medication if necessary.

#### Accidents and Illness:

Accidents: For all emergencies our staff is instructed to contact emergency services, parents involved, as well as their supervisor.

For smaller accidents (falls on playground, bumps on toys) our staff will administer first aid, contact parents/caregivers if needed, and complete an incident report. The information on the incident report will be stored on Motivity or written and stored in the client's file. A copy will be shared with you on the day of incident as well.

Illness: To prevent the spread of communicable diseases, it is our policy that parents/guardians must notify Little Oaks staff in advance if your child is sick within 24 hours, preferably the evening before if you know that your child will not be able to participate in the session the next day.

Sickness includes, but not limited to the following:

- a. Temperature above 100
- b. Lice
- c. Chicken Pox
- d. Vomit

- e. Diarrhea
- f. Rash
- g. Pink Eye
- h. Strep Throat
- i. Staph Infection

Your child must be fever free for 24 hours without the use of fever reduction medication before returning to session or as soon as the child's doctor clears him/her of being contagious or the remedy is completed. In some circumstances parents/guardians must provide documentation of a doctor's note in order for your child to return to services.

If your child arrives at our clinics and is sick, our staff will advise you to bring your child home. Similarly, if our staff arrives at your house and your child is sick our staff will be advised to leave. If your child becomes sick during the session, we will call and ask that you pick up your child or our home staff will end the session early and will resume sessions when your child is healthy as stated above.

Please refer to the sick policy signed at the time that services start for any additional information.

\*All fees will be charged the day of through the Brightwheel app.

#### Emergency contacts and procedures:

In the event an emergency occurs it is important we have current contacts on file. We will always try to contact the primary caregivers first but if they are not available, we ask that you complete the emergency contact form and add at least one additional contact if you are unreachable.

Little Oaks has safety procedures in place required to assure the safety of all individuals at our facilities. Periodically staff and clients participate in drills to practice the steps needed in the event of emergencies which include fire, severe weather, and consumer crisis.

#### Insurance, Billing, Payments:

Insurance Providers: We are in network with Aetna, Blue Cross Blue Shield of NC, Medicaid, Cigna, Healthy Blue, and United Healthcare, we are also able to obtain single case agreements. Please contact our insurance coordinator with any questions regarding insurance at [bridget@littleoaksaba.com](mailto:bridget@littleoaksaba.com)

Billing and payment information: After insurance claims are submitted there may still be a portion of the cost of services that goes back to you. If there is Little Oaks will send you an invoice with the balance of charges which may include co-payments and

deductibles. Balances are expected to be paid in full upon receipt or a payment plan set up. Please see our payment form for more information on our payment policy. If you have any questions regarding invoices or payments, please contact [billing@littleoaksaba.com](mailto:billing@littleoaksaba.com).

#### Transition and Discharge:

As stated by the BACB in the ABA Guidelines for Autism Spectrum Disorders, discharge services should be reviewed and evaluated, and discharge planning begun when

- the client has achieved treatment goals
- the client no longer meets the diagnostic criteria for ASD (as measured by appropriate standardized protocols)
- the client does not demonstrate progress towards goals for successive authorization periods
- the family is interested in discontinuing services
- the family and provider are not able to reconcile important issues in treatment planning and delivery

At any time, you may request to discontinue services. This may be done by contacting your child's BCBA or the Director.

Thank you for taking the time to review the Little Oaks ABA Parent Handbook. We are honored to be part of your child's journey and deeply value the trust you've placed in our team. Our commitment is to build strong, collaborative relationships with your family while providing compassionate, individualized care rooted in evidence-based practices.

If you have any questions, feedback, or ideas as we work together, please don't hesitate to reach out. We believe the most meaningful progress happens when families and providers grow together—and we're so glad to be on this path with you.

With appreciation,

## **The Little Oaks ABA Team**