



# Client Handbook

2019

## HANDBOOK TABLE OF CONTENTS

Notice of Privacy Policies .....	4
Clients Rights and Responsibilities .....	5
Center Hours.....	6
Waiting Room Policy .....	6
Center Closings .....	6
Cancellation Policy .....	7
Arrival and Pickup Policy.....	8
Duplication of Services.....	8
Coordination of Care.....	8
Medication and Supplement Policy.....	9
Nut Free Environment.....	9
Child Safety Policy .....	9
Medical Forms .....	9
Incidents and Emergencies .....	9
Disaster Plan.....	10
Mandated Reporters.....	10
Background Checks .....	10
Adult Code of Conduct .....	10
Service and Therapy Dogs.....	12
Communication Policy .....	12
Observation Policy .....	12
BCBA Supervision .....	13
Level of Care and Transition Plans.....	13
Staff Interaction Policy.....	14
Waitlist Policy.....	14
Grievance Policy .....	15

## **Mission**

The mission of the Brent Woodall Foundation is to empower parents of children with autism and developmental disabilities and to encourage their involvement in their children's therapy by providing educational training, customized academic and behavioral plans, psychological assessments, and modest financial support.

## **Philosophy**

While there is no cure for autism, there are many treatments available. The Brent Woodall Foundation (BWF) uses the principles of Applied Behavior Analysis (ABA) to teach and improve the level of functioning in children with autism. Children with developmental disabilities often have serious deficits (i.e. none or limited expressive/receptive language, limited social skills, limited independent living skills, etc.) and ABA has been used to teach a variety of skills to overcome such deficits. In addition, ABA has been shown to successfully decrease behavioral excess (i.e. aggressive behaviors, tantrum behaviors, etc.) often demonstrated by children with autism. ABA uses rewards to engage children and teach them new skills. The therapy involves a breaking down of skills into small, discrete, and measurable tasks that are taught through a highly structured clinical method. ABA is the only intervention empirically proven to provide results. What makes our approach unique is not only are the programs clinically individualized to address each child's particular cognitive problems, social deficits, and behavioral issues, but they also take into consideration the roles various family members can play in the treatment of the child. All services provided by the Foundation are offered at little to no cost. Our programs show families how to connect with their children not only by educating them about autism and other developmental disabilities, but also by providing them with the technical training necessary to understand their children's treatment programs and how to carry these programs out at home.

# Notice of Privacy Policies

Effective January 1, 2019

## **Protected Health Information (PHI):**

Protected Health Information (PHI), also referred to as personal health information, is information about the clients that can be used to identify the client. PHI can be in any form including electronic, word of mouth, and handwritten. This includes but is not limited to:

Client's Name	Date of Birth	Service Dates
Telephone Number	Social Security	Diagnosis
Address	Number	

For more information on the BWF Privacy Practices please contact:

Brent Woodall Foundation for Exceptional Children  
7801 Mesquite Bend Drive. Suite 105  
Irving, Texas 75063  
Email: [info@woodallkids.org](mailto:info@woodallkids.org)  
Phone: 972-756-9170  
Fax: 214-614-4650

## **The client's PHI may be used:**

To provide treatment:

The BWF will use the client's PHI within our therapeutic center to provide the highest quality services possible. A client's PHI may be disclosed to any and all BWF staff involved in the client's treatment. PHI may also be used to coordinate and collaborate with other services providers who are also treating the client.

To obtain payment:

A client's PHI may be included in an invoice and/or electronic claim form used to bill and collect payment for services from an insurance company, responsible financial party, or third party payer. PHI may also be disclosed when verifying insurance coverage and when obtaining prior authorization for services from insurance companies.

To conduct operations in the therapeutic center:

A client's PHI may be disclosed and used in the general operation of the therapeutic center to maintain and improve the quality of services provided. This may include check in/check out procedures; staff training and evaluation; evaluation of therapeutic models to determine how to increase the efficiency and effectiveness of treatments; and evaluation of recommendation for services for the client. PHI may also be disclosed to insurance companies and accreditation organization during routine activities associated with credentialing, licensing and accreditation. A clients PHI may be used by the BWF administrative team when communicating via mail, e-mail, electronic reminders, and phone.

When required by law or the BACB code of ethics:

Employees of the BWF are designated as mandated reporters and therefore must comply with disclosure laws. This may include but is not limited to the disclosure related to: abuse or neglect, court orders, subpoenas, warrants, or other lawful processes. PHI may be disclosed in cases regarding public health and safety order to prevent or control disease, injury, or disability.

In the event of a breach in HIPAA or unauthorized release of PHI, the effected clients will be notified and a plan will be put into place to correct the breach.

# Clients Rights and Responsibilities

Brent Woodall Foundation for Exceptional Children is committed to respecting the rights and responsibilities of all clients and their family.

Client and family rights are:

- The right to reasonable access to care and treatment and/or accommodations that are available regardless of one's race, color, creed, religion, sex, sexual orientation, gender identity, national origin, ethnic affiliation, disability, or age.
- The right to confidentiality and privacy.
- The right to interactions that are sensitive to his/her culture
- The right to religious freedom.
- The right to personal dignity.
- The right to personal safety including freedom from unnecessary restraint, and freedom from physical and psychological abuse and neglect.
- The right to accept or refuse services.
- The right to know the name, role, and credentials of the people involved in the child's treatment.
- The right to inspect and review the personal records and have the information explained.
- The right to internal and external grievance procedures.
- The right to provision of services in the most appropriate, least restrictive environment.
- The right to receive information in an understandable manner on the results of evaluations, examinations, and treatments.
- The right to know and have access to office resources such as directors and administrators that can help you resolved problems and answer questions pertaining to your care.

Client and family responsibilities are:

- The responsibility to notify the BWF when a cultural situation exists concerning the care process.
- The responsibility to participate in individual planning, decision making, and implementation.
- The responsibility to provide, to the best of their knowledge, accurate and complete information and to report any changes in client's condition to the practitioner.
- The responsibility to ask questions and participate in discussions about their plan of care.
- The responsibility to inform the care team if they do not clearly understand a contemplated course of action and what is expected of them.
- The responsibility to provide accurate personal identification information.
- The responsibility to provide updated financial information and meeting any financial obligation.
- The responsibility to provide updated medical/educational records and placement.
- The responsibility to provide updates on additional therapy services being received by the child.
- The responsibility to respond to communication from the staff of the BWF.
- The responsibility to adhere to the company waiver and indemnity agreement, and client policies laid out in the Client Handbook.

# Registration and Scheduling Policy

The Brent Woodall Foundation provides therapy year round, within a three cycle format.

- Spring Cycle - January through May
- Summer Cycle - June through August
- Fall Cycle - September through December

Parents must register for their child's therapy for each cycle. When completing the registration form, parents will indicate their top 2 preferred session schedules. No schedule is guaranteed; therefore, it is required an alternate schedule be provided. Sessions are given out on a first come, first served basis. There is a waiting list for Saturday sessions, and these are not guaranteed. Once reviewed, parents will receive an email confirmation of their approved schedule. Please note, requested schedules are not guaranteed until they are confirmed in email by our Nicki Scott, our Office Manager. Changes in the client's insurance authorization may require changes in schedule and those changes will be made accordingly. Registration forms are due December 1<sup>st</sup> for the Spring Cycle, May 1<sup>st</sup> for the Summer Cycle, and August 1<sup>st</sup> for the Fall Cycle. The Registration Fee of \$50 will be waived for all who turn in their registration form on or before the due date. Any forms turned in after the due date or schedule changes that occur without 30 days' notice will incur a \$50 registration or change fee.

Please turn the registration form in to the black mailbox located on the wall in the waiting room. Please do not turn them into any staff members. All accounts must be up to date and paid in full before schedules will be confirmed. Sessions are scheduled by the hour on the hour. We do not provide half-hour sessions. Sessions are available Monday-Friday from 8 a.m. – 6 p.m. and Saturday 9 a.m. – 5 p.m.

## Center Hours

The Brent Woodall Foundation is open Monday-Friday from 8:00 a.m.- 6:00 p.m. and Saturday from 9:00 a.m.- 5:00 p.m. Children must be escorted into the waiting room. Their therapist will pick them up in the waiting room at the time the therapy session is scheduled to begin and bring them back out to the parent when the session ends. Parents are responsible for their child while in the waiting room until the behavioral technician takes them for their session.

## Waiting Room Policy

The BWF waiting room is intended as a quiet place for parents and other family members to wait while their child attends therapy. Children under age 14 should not be left in the waiting room unattended. Parents should monitor their children closely while in the waiting room. There should be no food or beverages, with the exception of bottled water. Please do not allow your children to climb on the furniture or play with the blinds.

## Center Closings

The Brent Woodall Foundation is closed for the following days each year:

Memorial Day	Thanksgiving Holiday (Thursday-Saturday)
Independence Day	Winter Break (TBD)
Labor Day	Staff Development Days (TBD)

Please visit our website for our complete calendar with specific closing dates.

# Cancellation Policy

Regular attendance is essential for each child's growth in therapy. A cancellation policy has been put in place to ensure smooth operations and keep costs as low as possible. Scheduled sessions are reserved especially for your child and for your parent training based on the mutually agreed upon schedule of services. That time cannot be used for another child and is time lost to the office in the event of cancellation. Children who miss more than 2 weeks of therapy, may lose their slot on the schedule. Please note, if a child does not use all of the therapy hours authorized by their insurance company, the insurance company will likely decrease the number of authorized hours in the next authorization period.

**Cancellations:** Each child is allowed 12 cancellations (regardless of makeup sessions) per calendar year without charge. Cancellations are counted for any reason: illness, medical appointments, family emergencies, special holidays, child sent home sick, missed parent training etc. Extended illness lasting 3 or more consecutive days may be counted as one cancellation provided we receive a doctor's note and if the sessions after the first day of illness are cancelled with 24 hours notice.

Notification of cancellations should be made by 8 a.m. the day of the absence or as soon as reasonably possible by sending an email to Nicki Scott at [n.scott@woodallkids.org](mailto:n.scott@woodallkids.org). If a child is sent home sick, this absence will be counted as a cancellation. Any cancellations beyond the 12 allowed will be charged at a rate of \$25 per partial day cancellation (1-3 hours) and \$50 per full day cancellation (4+ hours). This fee cannot be billed to an insurance company or grant organization and cannot be used to pay for makeup sessions.

**Excused Absences:** Children may take an excused absence with 30 days notice. These can be used for vacations, medical appointments, and special holidays. There will be no charge for these missed sessions and they do not count as a cancellation. Notification for these excused absences must be made 30 days in advance of the scheduled service by email to Nicki Scott and [n.scott@woodallkids.org](mailto:n.scott@woodallkids.org). Verbal notification is not accepted.

**Make up sessions:** Makeup sessions are provided as a courtesy to ensure children are able to receive the recommended therapy hours but are not guaranteed. Makeup sessions will be provided upon request and based on schedule availability. Make up sessions must be requested by emailing Nicki Scott at [n.scott@woodallkids.org](mailto:n.scott@woodallkids.org) within 10 days of the missed session.

# Sick Policy

If a child becomes ill while at our office, parents will be called to pick the child up immediately. **Children must be fever, diarrhea, and vomit free for 24 hours without the use of fever reducing medication** before returning to the office after being ill. Following serious or extended illnesses, the BWF may require a note from a doctor allowing the child to return to therapy. Children may not come to therapy if they have had any of the following within 24 hours:

Chickenpox (Varicella)	Influenza	Streptococcal sore throat
Common Cold	Meningitis bacterial	Scarlet fever
Fever	Meningitis viral	Undiagnosed rash
Gastroenteritis	Salmonellosis	
Giardiasis	Shigellosis	

In cases of an infectious disease outbreak, the office may be closed for a short time to sanitize before reopening. The proper health authorities as well as parents will be notified. Any child who is ill will not be admitted to the center unless approved in writing by a doctor.

## **Arrival and Pickup Policy**

Parents should check in their children at drop off and check them out at pick up. Therapy sessions have a specified start and end time. It is important children be on time and attend their full session or group. There will be no proration or make-ups for late arrivals or early pick-ups.

Effective January 1, 2019, billing insurance plans will require the child to be present for at least half of each 15-minute unit of service time. If we are unable to bill the insurance plan due to late arrival or early pick-up, the parent will be responsible for payment of \$15 for each 15-minute unit of service time that was not billed to insurance. If a child is consistently late for their scheduled session, their schedule may require a change to accommodate a punctual arrival and pick-up time.

We cannot accommodate children left past their scheduled therapy sessions. If parents are late picking their child, parents will be charged one dollar (\$1) for every minute you are late. The charge will be added to the next invoice. Insurance companies and grant agencies cannot be billed for these charges and therefore the family will be financially responsible for the charges.

## **Duplication of Services**

In order to have a successful ABA program, it is important there are not competing programs in place. It can become confusing and impede a child's progress to have two ABA providers. The Brent Woodall Foundation does not allow for a duplication of services, meaning that if the child is receiving ABA from another therapist or therapeutic center, the BWF will not provide ABA therapy.

## **Coordination of Care**

Parents are required to sign a release of information in order for the Brent Woodall Foundation for Exceptional Children (BWF) to be able to share information regarding the child's treatment and progress with a third party service provider. If consent is obtained, the BWF will coordinate with any medical, psychological, educational, or therapy service, as necessary for use of behavioral strategies for implementation and generalization of target goals and objectives, or any other purposes indicated by the child's family or other service providers. We will not coordinate or collaborate with those whose services have not been empirically proven methods of treating autism.

## **Health and Safety**

Prior to starting services, families must submit a written statement from a licensed physician who has examined the child within the past year. Current immunization records for each child are required prior to starting services. The child's immunization record should include date of birth, number of doses and type, and dates the child received the immunization. Compliance with this policy is measured by one or more of the following for each child enrolled:



- A dated record that the child has been immunized against diphtheria, tetanus, pertussis, polio, measles, mumps, and rubella.
- A dated statement from a licensed physician or other authorized health professional stating that immunizations have begun. The immunization cycle must be completed as is medically feasible.
- A certificate signed by a licensed physician stating that the required immunizations would be injurious to the child's health.
- A notarized statement, signed by the parent, stating that immunizations conflict with religious beliefs and practices.

## **Medication and Supplement Policy**

The staff at the BWF is not permitted to administer medications or supplements to any client. Parents may issue medications and/or supplements to their children, but the medication and/or supplements cannot remain with the BWF staff. Parents must keep medication and supplements with them at all times. Medications and supplements cannot be put into a child's food or drinks. Epi Pens and other emergency medication can be given with orders from a doctor. These medications must be kept in a locked medication box in the Director's office and a protocol for their use must be provided by a doctor.

## **Nut Free Environment**

The Brent Woodall Foundation is a nut-free zone. Clients cannot bring food that contains nuts of any kind. If items containing nuts are brought into the office, the BWF staff will be required to discard them immediately. For the safety of our children, we ask that anyone who has eaten or handled nut products prior to entering the BWF office to wash their hands thoroughly with soap and water.

## **Child Safety Policy**

In order to prevent any incidents due to a child's medical condition, it is mandatory for all clients to wear medical information tags at the BWF at all times. The information on the tag must include but is not limited to: child's name, diagnosis, medical conditions, food or drug allergies, and emergency contact number. Tags can be worn in the form of a medical bracelet or a necklace. Tags for tennis shoes are also available for children who resist any jewelry on their body. Parents may purchase the tags online or at a local store. All services will be withheld until the possession of the tag is confirmed.

## **Medical Forms**

A full medical history and list of current medications and supplements is required to be on file for each child. Parents must complete a new Medical Information and Release form any time there are changes in medications or supplements. In the unlikely event of a medical emergency, Directors and emergency personnel depend upon up to date information.

## **Incidents and Emergencies**

If a client requires first aid for any reason, an incident report will be completed and a parent will be notified. In the unlikely event of a medical emergency we will notify parents after 911 has been called.

## **Disaster Plan**

In case of fire emergencies, all children will be escorted out of the building with their Behavioral Technician. Each child will have an emergency plan to ensure their safety should the occasion arise. Emergency contacts will be taken out and parents will be notified by phone as everyone waits in a safe location together.

In case of weather related emergencies, all children and any other people in the facility will be escorted to the innermost room. Weather will be tracked while staff maintains supervision. All emergency contacts for children will be notified by phone.

The BWF may close unexpectedly due to inclement weather or other emergencies in order to provide the safest environment for the children and families we serve. In the event of inclement weather, we will give information regarding closing on our outgoing voicemail. If parents are unsure if the BWF is open, they can call 972-756-9170 to get that information. Our staff will post closings with the major news stations. You should also check our Facebook page for up to the minute updates at [www.facebook.com/woodallkids](http://www.facebook.com/woodallkids).

In case of a natural disaster in which the BWF center is unable to be used, the BWF may close for a short time for repairs or to find an alternate location. In such case, parents will be notified and kept informed of plans to reopen the center and maintain therapy for clients.

## **Mandated Reporters**

All employees are mandated to report any suspicion of child maltreatment and must immediately notify their supervisor who will contact the appropriate authorities.

## **Background Checks**

As a precaution to our clients and to comply with all federal and state regulations, the BWF conducts background checks on all employees and contractors who work with our clients. Employment with the BWF is contingent on a clear background check.

## **Adult Code of Conduct**

The Brent Woodall Foundation is committed to maintaining the highest standards of professionalism and ethical conduct in its operations and activities, and particularly as it achieves its Mission. It expects all persons who either enroll a student with BWF or who enter the premises (including the adjacent parking lots) to maintain the highest ethical standards with regard to the child's therapy and well-being. The purpose of this policy is to provide a reminder to all adults and visitors to be expected to conduct themselves in a safe and positive way to create a suitable environment for our students.

Any and all parents, guardians, or other adult persons must at all times maintain compliance with this and all policies in the Client Handbook. Clients who authorize non-client adults to enter the premises or to interact with the Client's child(ren) are responsible for the non-client adult's adherence to this and all policies in the Client Handbook both on and off the premises. A violation of this policy or any policy in the Client Handbook can lead to immediate termination of services. BWF has the sole and absolute discretion to determine whether this policy or any policy in the Client Handbook has been violated.

All Adults must use appropriate language and exhibit appropriate behavior at all times while at BWF. Should BWF determine in its sole and absolute discretion that an adult has engaged in any behavior, conduct, or language that it deems inappropriate and in violation of this code of conduct, BWF reserves the right to ask the adult to leave the premises and/or to prohibit the adult from re-entering the premises in the future. BWF has a ZERO TOLERANCE policy regarding behavior that it deems inappropriate or harmful to the child (either on the premises, off the premises or otherwise through social media), and a violation of this policy can lead to immediate termination of services or otherwise prohibit the adult from attending on premises classes with the child. BWF further reserves the right to seek legal remedies against an adult it deems to be in violation of this and other policing including, but not limited to, procuring a restraining order against the adult to prevent future occurrences of inappropriate or harmful behavior.

BWF takes all threatening, disparaging, inflammatory, and/or defamatory language and behavior seriously, even if purportedly made in jest, and will consider such language and behavior to be a violation of this policy. Examples of inappropriate behavior that would violate this policy include, but are not limited to:

- The use of language, words, or other communications that involve negative, threatening, accusatory, and/or disparaging language about a child, client, other adult, BWF staff member, Behavioral Technician, or Director;
- The use of foul language or cursing;
- The use of phone calls, text messages or social media as mediums to facilitate negative, threatening, accusatory, and/or disparaging language regarding BWF, its staff or its students;
- The use or display of tobacco products including cigarettes, cigars, e-cigarettes, chewing tobacco, vaporizers or “vape pens” and the like;
- The use or display of any illegal drugs or alcohol;
- The use or display of weapons or any object that can be perceived as a weapon;
- Standing, parking, or other unauthorized use of a handicap parking zone without a state-authorized license plate or temporary tag appropriately displayed on the vehicle.

The above list is not exhaustive, and the BWF reserves the right in its sole and absolute discretion to determine whether this or any policy in the Client Handbook has been violated. The above behavior on BWF premises may be reported to the appropriate legal authorities, including banning the offending adult from entering BWF grounds.

The use of physical aggression towards another adult or students is strictly prohibited, which includes physical punishment or corporal punishment against another adult or child – some actions may constitute assault with legal consequences. BWF trusts that all adults will assist BWF with the implementation of this policy and thank you for your continuing support.

## **Technology Policy**

Children often times use technology (i.e. iPad, tablet, iTouch, portable DVD player) as reinforcement or as an augmentative communication system. Parents are responsible for labeling the device with their child’s code. Devices should be charged and come with a charger. The BWF will not be responsible for damage to any devices. It is recommended all devices have shock proof cases to protect them if dropped. Please download all apps and videos to the device as it cannot be connected to the BWF Wi-Fi.

## Service and Therapy Dogs

Children who have registered service dogs are permitted to bring them with them for therapy. Parents of children with service dogs should contact Tracy Pierce Bender at [tracy@woodallkids.org](mailto:tracy@woodallkids.org) in order to discuss and create a Service Dog Protocol. The Brent Woodall Foundation is home to Raven, a therapy dog. She is a miniature poodle, hypoallergenic, and very friendly. Raven is often times used as reinforcement for children and has been used within programming.

## Communication Policy

Email is our main point of contact with each family. Invoices and important notifications will be sent through email. It is also the most efficient way for parents to communicate with us. All appointments, schedule changes, and meeting requests must be made to Nicki Scott via email at [n.scott@woodallkids.org](mailto:n.scott@woodallkids.org). Please make sure your email account will accept email from the following: [info@woodallkids.org](mailto:info@woodallkids.org), [development@woodallkids.org](mailto:development@woodallkids.org), [irina@woodallkids.org](mailto:irina@woodallkids.org), [carley@woodallkids.org](mailto:carley@woodallkids.org), [tracy@woodallkids.org](mailto:tracy@woodallkids.org), [d.newsum@woodallkids.org](mailto:d.newsum@woodallkids.org), and [n.scott@woodallkids.org](mailto:n.scott@woodallkids.org).

## Observation Policy

Observation of ABA therapy is welcomed as a time for the parent to observe their child's progress and take notes on therapeutic procedures/programs. Parents are welcome to observe their child's entire session or observe only a part of the session. A waiting room is available when parents are no longer observing their child or they may leave and return to pick their child up when his/her session is finished. Siblings are not permitted in the therapy rooms during observation. Please, do not leave children of any age unattended in the waiting room. Parents should plan to make arrangements for siblings during observation. Cell phones must be put away and turned to silent while in the therapy room. Cameras or any form of recording device are not permitted in the therapy room. Any violation of the rules stated for observation may result in the parent not being permitted to observe again.

Please note parent observations remain as a time for parents to observe their child and take notes. Parents should not ask the Behavior Technicians working with the child questions during this time. Parents are welcome to ask questions directly to their child's BCBA during their scheduled meetings or via email.

In order to preserve confidentiality of all our clients, parent observations are available by appointment only. In order to observe their child's session, parents must check in with the front desk and attain a Visitor's Pass. The safety, privacy, and quality of service for each child are the top priority. If at any time a Director feels these are being compromised for any reason, parents may be asked to leave. Once granted a Visitor's Pass, the parent must stay with their child and the Behavioral Technician. Parents are not permitted to walk around the office or to observe or talk to other children.

## Required Parent Involvement

Parent involvement is essential to the success of each client. Parents will work with their BCBA to develop parent goals to be completed at home. Parents will have a folder with their goals. Data must be collected and submitted weekly to the BCBA. These goals are developed and training will be provided during individual parent meetings and Group Parent Trainings.

All BWF parents are required to attend at least one meeting per month with their child's BCBA. Additional parent training may be required by individual insurance companies. Monthly parent meetings will be scheduled on a fixed day and time of the month (e.g. every second Tuesday at 4:00 or every last Monday at 10:00, etc.) during the child's scheduled session. This will give parents the opportunity to be informed of the programs their child is working on. Meetings with your child's BCBA will be scheduled as needed without the child present. In order to reschedule a regularly scheduled parent meeting, parents must provide notice 2 weeks prior to the meeting.

In addition to individual parent meetings, parents are required to attend at least 2 hours per cycle of continued education related to Applied Behavior Analysis. The BWF will periodically send out e-learning opportunities to assist you in fulfilling this requirement. Parents may choose to attend parent training conferences that are offered in the area as well. Each month parents will be emailed a Parent Involvement Activity. This will include information on a specific topic related to ABA therapy and children with autism. It will come with questions designed to prompt further thought and discussion about how that topic relates to the child and family. Answers to these questions and any additional questions they spark will be discussed during individual parent meetings. Parents are required to participate and respond to at least 6 of these emails per year.

Failure meet the parent involvement policy may result in suspension of client services or changes in authorization from the insurance company. Failure to follow recommendations of the BCBA may result in lack of progress or regression.

## **BCBA Supervision**

BCBAs provide program supervision for each client. The standard rate of supervision is 1 hour per 10 hours of therapy. The number of supervision hours may vary from client to client based on need. Supervision hours will be set based on recommendations from the BCBA and approval from the parents.

## **Level of Care and Transition Plans**

The Brent Woodall Foundation for Exceptional Children employs strategies to ensure skills are being taught to generalization. These strategies include practicing skills with a variety of people and materials as well as working with the family unit to ensure the skills which have been mastered in the therapeutic setting are also being practiced in the child's everyday life.

The BWF maintains that in some instances some level of Applied Behavior Analysis (ABA) intervention may always be required to maintain specific behaviors, in which case attempts to continue necessary programming and treatment must be made. The BWF abides by a three phase system of care. Transitions from each phase are determined on an individual basis.

### **Phase 1: Comprehensive ABA Program**

Comprehensive ABA Therapy is generally provided at an intensity of 16-40 hours per week. Children with autism who receive comprehensive ABA therapy have the greatest chance achieving an optimal functioning level in school, at home, and in the community. The goal of Comprehensive ABA therapy is for the child to attend school with little to no support from special education. Therapy plans are customized for each child and are based on a thorough evaluation of the child's current skill level.

Treatment generally begins by training basic pre-learning skills such as eye contact, appropriate sitting and basic imitation. The therapy program quickly adjusts as the child responds to treatment and new and more advanced skills are introduced as the child masters these basic skills. All programming seeks to develop communication and cognitive skills while reducing or eliminating self-stimulatory and maladaptive behaviors. All skills are taught to independence through the use of peer reviewed teaching strategies. Services are delivered in both a one-to-one and small group format depending on the needs of the individual.

#### Phase 2: Targeted ABA Program

Targeted ABA Therapy is generally provided at an intensity of 6-15 hours per week. Targeted ABA Therapy provides a focus on 3-5 specific skills which affect the child's level of independence in their school placement or in the community. Target skills might include increasing language and communication skills, increasing conversation and social skills, increasing compliance, or decreasing maladaptive or aggressive behaviors. All skills are taught to independence through the use of peer reviewed teaching strategies. Services are delivered in both a one-to-one and small group format depending on the needs of the individual.

#### Phase 3: Discharge from Therapy

The BWF will consider discharging a client when any one of the following conditions is met:

- The client has achieved mastery criteria for all age appropriate goals.
- The client no longer meets the criteria for ASD (as determined standardize protocols).
- The client turns 12.
- The family is no longer interested in receiving services.
- The family and the provider are not able to reconcile important issues regarding treatment planning and delivery.

## Staff Interaction Policy

When your child begins therapy at the BWF, they will be assigned a BCBA. The BCBA will be responsible for updating the programs, training Behavioral Technicians on issues specific to each child, and meeting with and updating parents on the program. If you have any questions, please direct them to your child's BCBA, not the Behavior Technician.

Often times, parents wish to give gifts to our staff members. We ask that parents not give individual gifts. We are a team and each member of our team is important to the success of each and every client. While it is not necessary, if you wish to give a gift to our staff, we ask that it be something we can enjoy together as a team.

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. Staff are not permitted to socialize with clients outside of the BWF office.

## Waitlist Policy

The BWF works hard to allow for children to start receiving therapy as soon as possible. Often times, we have to wait for the funding source to authorize therapy. We will communicate with parents as necessary during these wait times. If there is a waiting list, we will offer parents options for less

intensive services that they could access while waiting. If the BWF is not able to provide services within 6 months, parents will be given referrals for other providers in the area.

## **Grievance Policy**

Parents who have a concern or complaint that has not been addressed by their BCBA, can request a meeting with the Executive Director, Tracy Bender in person, via email at [tracy@woodallkids.org](mailto:tracy@woodallkids.org), or in writing. If the situation has not been resolved to satisfaction, they may send a letter in writing to the Board of Directors and the board will review the grievance and respond after the next quarterly meeting.

## CLIENT POLICY ACKNOWLEDGEMENT

Please read CLIENT HANDBOOK 2019 prior to completing this form.

I, \_\_\_\_\_ (parent 1) and \_\_\_\_\_ (parent 2) have read, understand, and agree to the policies of the Brent Woodall Foundation for Exceptional Children. Please initial next to each policy indicating that you have read and agree to it. Failure to agree to all policies will preclude your child from receiving services from the BWF. **Both parents/guardians must sign this form:**

Policy	Parent Initials 1	Parent Initials 2
Notice of Privacy Practices		
Clients Rights and Responsibilities		
Registration and Scheduling Policy		
Center Hours		
Waiting Room Policy		
Center Closings		
Cancellation Policy		
Sick Policy		
Late Policy		
Duplication of Services		
Coordination of Care		
Health and Safety		
Medications and Supplement Policy		
Nut Free Environment		
Child Safety Policy		
Medical Forms		
Incidents and Emergencies		
Disaster Plan		
Mandated Reporters		
Background Checks		
Adult Code of Conduct		
Technology Policy		
Service and Therapy Dogs		
Communication Policy		
Observation Policy		
Required Parent Involvement		
BCBA Supervision		
Level of Care and Transition Plans		
Staff Interaction Policy		
Waitlist Policy		
Grievance Policy		

\_\_\_\_\_  
Parent/Guardian 1

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian 2

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

State of \_\_\_\_\_ County of \_\_\_\_\_

on \_\_\_\_\_, before me, \_\_\_\_\_,  
(Date) (Notary)

personally appeared, \_\_\_\_\_, & \_\_\_\_\_.  
(Signer #1) (Signer #)