

Behavioral Achievements Caregiver Policies and Handbook



Welcome to Behavioral Achievements!

We are pleased to welcome you to Behavioral Achievements! Our mission is to provide intensive treatment with the most effective, research-based based therapy to make lasting changes in the lives of our clients. We believe in a full team approach to ensure that our clients can access the most appropriate services to meet their individual needs, which includes the parents/guardians/or caregivers (herein defined as *Caregiver*) of your child(ren). Behavioral Achievements strives to provide the highest quality services for children and young adolescents with autism and other developmental disabilities wherever they fall on the neurodiverse spectrum. Behavioral Achievements is dedicated to abiding by the ethical standards outlined by the Behavior Analyst Certification Board (BACB). We support evidence-based treatment methods based on the principles and procedures of Applied Behavior Analysis (ABA) including but not limited to Verbal Behavior strategies, Natural Environment Training (NET), and Direct Instruction. Your child’s program is always individualized to meet his or her individual needs.

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Common Questions & Answers Regarding ABA

What is ABA?

It is a scientifically backed strategy for inducing behavioral transformations in the application of the principles of Applied Behavior Analysis (ABA). With a foundation in research, ABA can significantly impact the establishment of socially significant and constructive actions. This approach centers on activities that are quantifiable and discernible, taking into account their antecedents and outcomes. The goal of this practice is to promote constructive, fundamental actions that benefit an individual's daily life, with particular emphasis on reinforcing functional and important skills. The advantages of ABA surpass learning and actively encourage a sense of consistency and permanence. While maintaining newly acquired abilities, the generalization of knowledge and understanding provides the opportunity to implement the actions and reactions learned in any setting and to a variety of stimuli. Furthermore, ABA intervenes with actions or impulses that may hinder learning by promoting productive behavior such as play, communication, and self-help abilities. As we individualize each child's curricula, specific skill areas including language, independent play, social aptitude, imitation, and gross and fine motor abilities become key focal points in implementing effective change. The outcomes of the ABA strategy make for lasting benefits by elevating important and fundamental abilities for a successful future.

What does ABA focus on?

Language and Functional Communication: Communicating needs/wants to others.

Independent Play: Playing alone without assistance.

Social Skills: Interacting with others.

Imitation: Imitating behaviors or vocalizations of others.

Gross/Fine Motor Skills: Control over balance and body movement.

Listener Responding: Attending and responding to spoken words.

Visual/Perceptual Skills: Interpreting things he/she sees visually.

Self-help Skills: Skills such as dressing, grooming, feeding, toilet training.

Does ABA Therapy Work

ABA therapy is scientifically backed based on a set of methods that range from token economy to positive reinforcement utilizing the token economy. While Token economy is effective it is not good for every child. This is the greatness of Applied Behavior Analysis. It is a Scientifically studied area which has many different methods that can be utilized as tailored and specialized interventions with base guidelines that must be followed for each method.

Can ABA Therapy Cure Autism?

Currently, there is no “Cure” for Autism. However, using Applied Behavior Analysis there are many interventions, strategies, and other methods that can easily be implemented, with time, to make Autism feel more like an allergy. We are aware it is there and present, however it does not affect our ability to function in daily life. This is what Applied Behavior Analysis is designed to do, ABA does not cure Autism but helps to reduce the intensity an individual may be experiencing.

Is ABA Therapy Considered Healthcare

ABA is considered a “Medically Necessary Treatment” for individuals diagnosed with Autism and Fetal Alcohol Syndrome. Some insurances consider ABA to be Behavioral Health, although most people generally agree upon.

Does ABA Therapy Include speech therapy and Occupational Therapy?

Applied Behavior Analysis does work on tasks that Occupational and Speech Therapists may engage in to help progress each individual in specific areas. However, we do not focus on the function of the speech like a speech therapist would. We would work on the behavior associated with the action the speech therapist or occupational therapist.

Does ABA Therapy Replace Schools?

ABA Therapy is extremely effective and beneficial for improving individuals’ learning capabilities and behaviors associated with learning. However, ABA in itself is not designed to replace school. Even though most things worked on may involve school tasks. If an IEP has been developed however, the goals implemented may revolve around school scenarios.

Is Parent Involvement Required, Necessary, or Possible?

Parent involvement is very important, Implementing the strategies designed by the Behavioral Therapist in places outside the clinic, like at the client’s home, is necessary in order to properly intervene and maintain consistency in modifying each behavior. While it is not required to implement strategies at home the results will be much better if parental involvement is possible.

If a Parent wishes to get involved more or feels they are not being given enough information or time to ask questions, please contact the front office in order to get appointments with the BCBA scheduled.

What Is ABA therapy used for?

Applied Behavior Analysis therapy is used to treat underlying causes of societies classification of poor behaviors in order to prevent maladaptive behavior to emerge as often. These poor behaviors are typically based on a set of tests performed as well as societal “norms”. For example, Client A does not maintain eye contact or is seated when being spoken to. ABA therapy is designed to help teach the child that sitting and eye contact must be maintained and is considered polite. This behavior will be taught using ABA methods and a tailed treatment plan.

Is ABA Covered by Insurance? Who qualifies for ABA coverage?

Applied Behavior Analysis is very effective although getting coverage is currently limited. Currently, only those who are diagnosed with Autism or Fetal Alcohol Syndrome will be covered 100% by an

insurance company. If the child does not have either of the two diagnosis, ABA services may still be rendered. Although paying out of pocket can get fairly costly.

What methods does ABA use?

There are many methods involved in Applied Behavior Analysis. Some things that may be utilized are positive reinforcement, shaping, chaining, prompting, and fading techniques. The techniques used by ABA must be, and are all scientifically backed and driven.

What makes our company different?

Our company is different to other companies as we tend to care more about the quality than the quantity of services. Many ABA clinics get children in and just push the information necessary to apply ABA methods claiming they do it in order to maximize efficiency. This method is effective, however causes the child to develop discontentment and results in potential maladaptive behaviors to occur in more strategic ways that goes behind providers and the parents back. For example, we can all learn how to become flexible or strong with the right training, however, if that training is pushed too hard, we may experience decline or other health risks. This is the same for ABA, lessons and interventions can be implemented for anyone, it's about how the intended implementation is actually implemented. Our company strives to bring out good behavior as well as each child's creative side in a timely manner, not suppress it just to meet societal standards faster.

Who works with my child?

Each child is assigned a Registered Behavior Technician (RBT) which will be the primary individual that your child may work with. However, most individuals benefit from multiple or alternating RBT's, if multiple RBT's are utilized the parent will always be informed of any updates or changes to the child's individualized plan. Along with this the BCBA will meet with the child at least once a week and sometimes twice a week.

How often will I see the BCBA?

The BCBA may be seen at least once a week and may vary depending on situations that are presented at the time. If more than once a week is necessary, please contact the front desk at any moment to schedule a meeting with the BCBA.

What is the standard process I should expect coming into or beginning ABA Therapy?

The standard process for ABA therapy is the initial meeting in order to figure out exactly what the parent may or may not want to see out of ABA therapy, as well as discussing potential behaviors that need addressing or further investigation.

After the initial meeting the BCBA either on the same day, or on a later date will reach out to the parent and schedule and perform an assessment. This assessment will determine goals that meet the Nevada State Law guidelines that may be utilized by providers in order to provide ABA therapy ethically. After this assessment the BCBA will design a Treatment Plan also known as the FA11E.

After the FA11E is submitted and approved by the insurance company, our facility will reach out to you in order to go over the approved hours and the staff member will confirm times that work best for the ABA treatment as well as inform you of the RBT that will be working with the child.

How long am I and/or my child expected to attend Therapy?

Therapy itself is individualized and personalized to each individual attending therapy. That being said, individuals will receive an expected discharge date, typically ranging anywhere from 1 month to 2 years, depending on how many behaviors need addressing and their severity. The average time spent in ABA is 30 hours a week for 2-6 months. However, this varies with everyone based on their specific needs.

Scope of Services

Behavioral Analysts do not perform diagnosing of mental health conditions. Instead, ABA therapists are trained to identify the function of behaviors through Functional Behavioral Assessments. ABA therapists are also trained to conduct a variety of adaptive behavior assessments (i.e., skill assessments), to enable us to determine skill strengths and weaknesses that help to develop comprehensive ABA treatment plans.

All staff members working for Behavioral Achievements are required to practice under the scope of Behavior Analysis which is guided by the Behavior Analysis Certification Board (BACB). Behavioral Achievements assures us that services provided will be done professionally and ethically consistent with accepted ethical standards. As members of the BACB, Behavioral Achievement's employees are required to adhere to the Guidelines for Responsible Conduct of the Behavior Analyst Certification Board®. These guidelines are found, and are available, on the BACB website www.bacb.com. Our treatment plans will only utilize evidence-based practices, and we will never offer or entertain interventions that are not considered evidence-based or scientifically backed.

Cultural Awareness

Behavioral Achievements respects and recognizes the values of cultural diversity and always strives to ensure that any Caregiver's ethnic or cultural customs, practices, beliefs, sexual orientation, gender, gender identity, gender expression, disability, and/or community is respected by our staff.

Due to the diversity available within Las Vegas, we understand and recognize that all clinicians may not always be fully versed in all cultural differences. Please make sure to communicate to Behavioral Achievements management if there are any prior or ongoing concerns regarding your clinician.

Hours of Operation

The Behavioral Achievements clinic is open from 8:00 AM to 6:00 PM, Monday through Friday. We may have special postings or closings based on client availability or other circumstances. Work hours and the clinic operation may differ due to observed holidays (see section titled *Holidays*), as well as any required closing due to acts of nature (flash flooding, heavy rains, snow days, etc.).

Holidays

Behavioral Achievements observes the following holidays each year on the days indicated:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the previous day (Thursday and Friday)
- Christmas Day

Additional holidays may be observed and will be determined by management which will then be posted/discussed at the front desk in the event of office closure.

Communication

Behavioral Achievements believes that communication is vital in Applied Behavior Analysis. It is our goal to attempt to respond to all emails, phone calls, or texts within at least 24 hours during regular business hours. All staff may be contacted through Behavioral Achievements standard hours of operation (see section *Hours of Operation*). Phone numbers and email addresses can be found in the section listed *Office Contact Information*.

Caregivers are to reply to phone calls or emails from staff members within at least 24 hours unless it affects the child's service. In the event it affects the child's service, a call back at the earliest possible time is required. In the event an immediate callback is not a possibility, the usage of direct text messaging (listed under section *Office Contact Information*) is available to get in contact with Behavioral Achievements staff.

Due to HIPPA privacy laws, employees and management at Behavioral Achievements are not permitted to contact Caregivers using personal devices. Staff are also not permitted to make behavioral interventions or plan changes; only the BCBA may make changes. If new behaviors, issues at home, or an impending need arises regarding services, it is required to communicate the need to have a Caregiver meeting with the BCBA by speaking with the front desk staff. They will help schedule a time to meet with the BCBA to discuss any further issues.

Client Responsibilities

Snacks / Lunch

The responsibility falls to the Caregivers to ensure that appropriate snacks and lunches a child may partake in are provided by the Caregiver. Whether in the clinic or in-home / remote site services are being provided, if the services are at least 2 or more hours, parents must provide a snack and/or lunch (if applicable) for their child. Due to each child's dietary restrictions, as well as ethical considerations, Behavioral Achievements does not provide any food or snacks except for rare occasions for differing events that may occur in the clinic (birthdays, luncheons, etc.). If an event is held, Caregivers will be contacted to ensure their child(ren) may participate in the event with the food that will be present. If the parent does not condone their child(ren) to partake in specific food, Behavioral Achievements will attempt to accommodate as best as possible for the event.

Toileting

Behavioral Achievements provides access to toiletries for those who are toilet trained (paper towels, soap, hand sanitizer, seat protectors, toilet paper). Behavioral Achievement will also provide the care necessary for children who are not currently toilet trained or are being toilet trained as part of their behavioral program. Caregivers are responsible for providing Behavioral Achievements with the necessary toilet products required for a child's toileting process if they are not currently toilet trained (wipes, powders, diapers, pullups, extra underwear, extra clothing, etc.). Toileting products provided by Caregivers will be stored and only used for the child they were provided for. As the toileting products get low, the Behavioral Achievements staff will inform parents to ensure replacements can be received before they are necessary.

Open and Honest Communication

Behavioral Achievements provides the best care possible. However, this can only work when we have Caregivers who will fully inform us of all their concerns. While we are receptive to all communication, we need full cooperation to allow us to understand the various behaviors that are problematic for your child. As we formulate plans, we will ask many questions and make a few suggestions, and always need your total honesty with us. As we review data that concerns your child, we expect that you will review and give us a true appraisal of conditions to ensure optimal solutions are working for your child.

Child Attire and Grooming

While either arriving at the clinic or if someone is coming to in-home / remote location services, your child should be clothed, bathed, and prepared for the day. The only exception to this is if bathing or preparing for the day is part of the services relevant to their behavioral goals. In addition, the child should come fully dressed in appropriate weather attire along with the appropriate footwear. If your child is currently toilet training and arrives in either underwear or pull-ups, please advise the RBT or front desk to ensure that they are aware of the situation.

Personal Items from Home

Due to various concerns, personal items from home will not be permitted for children whose services are at the clinic. Personal items defined as, but not limited to, toys, electronics, stuffed animals, games, jewelry, etc., should remain at home. Behavioral Achievements is not responsible for personal items that come into the clinic that may get damaged, lost, or stolen. Please keep in mind that anything the child(ren) will need is already at the clinic, and bringing in personal items is counterproductive unless otherwise specified by a BCBA.

Due to the possibility of spreading common parasites (i.e., lice), any stuffed animals, fabric-based, or plush type items other than clothes that are found within your child's possession must be quarantined. The item(s) will be placed in a sealed bag and then kept at the front desk until they can be given to the Caregiver at the end of the day.

Pickup and Dropoff

The staff at Behavioral Achievements have a set schedule requiring them to be ready for their clients' arrival and release from services. We try to provide the same quality services to each client by ensuring when they arrive, they are given the greatest care possible. At Behavioral Achievements, we also understand unforeseen circumstances that may lead to a late arrival, pickup, cancellation, or a change in who will be picking up your child. While we understand these issues arise, we also know that each child needs to be given the best opportunity to reach their behavioral goals. For this reason, the following policies are in effect:

Arrivals

It is recommended that guardians or caregivers show up 5 minutes before the session appointments. This will allow for the office staff of Behavioral Achievements to let your child “settle down” and allows the parents extra time prior to the appointment to meet and go over anything necessary (i.e., how the morning went, with the RBT working with your child. If arrival is 10 minutes early or more, it is possible that you will have to wait in the lobby or until 5 minutes before the scheduled appointment.

Late Arrivals

If you are going to be late to drop off your child, you must notify the front desk no later than 15 minutes after your appointment start time to avoid being considered a “late arrival”. Continual communication is required to not be considered a “late arrival”.

You will be considered a “late arrival” if you arrive more than 15 minutes late from the appointment start time without having notified someone from the front desk. In addition, your child’s RBT will be sent home for the day, services will not be provided, and you will also be considered a “no show.”

Authorization for Pickups

During intake, Caregivers are required to provide a list of individuals who are authorized to pick up their child. Caregivers are responsible for maintaining this list to ensure that only authorized individuals may pick up their child(ren). If a new individual needs to be authorized, please inform the front desk immediately. They will have an authorized Caregiver complete the form to ensure only the appropriate individuals are picking up the children.

If there is an emergency and someone who has not been authorized to pick up the child is sent in your stead, please contact the front desk immediately and let them know the individual who will be picking up the child. Otherwise, if an individual has not been authorized for pickup, Behavioral Achievements will only release the child pending a call to the parent, with their approval, as well as obtaining a photocopy of the driver's license for the individual picking up the child. However, on the Caregiver’s next visit, the Caregiver must complete an updated *Authorization for Pickup* form to ensure the new individual is added.

Late Pickups

Late pickups are not allowed and if abused, will cause your child to lose their spot at Behavioral Achievements. In addition, if you are late to drop off, that does not mean your child will get a new pickup time based on the lateness of your arrival. Pickup times remain the same regardless of when you arrive.

Example: If you are scheduled from 9 AM to 3 PM, and you show up at 9:15 AM instead, you do not arrive at 3:15 PM (15 minutes late) to make up for the late arrival. The pickup time will still be 3 PM.

If you are going to be late picking your child up, you must notify the front desk 15 minutes ***before*** your appointment end time to avoid being considered a “late arrival”. Continual communication is required to not be considered a “late arrival.”

You will be considered a “late arrival” when you arrive later than your designated pickup time without having notified someone from the front desk. We also understand that various appointments can run long. However, scheduling them close to pick-up time will not be considered a valid excuse for being late.

Consequences of too many “Late Arrivals”

Being marked as a “late arrival”, either at pick up or drop off, more than 4 times within 30 days could result in the removal of services and placement back onto the waitlist until your turn becomes available again.

Cancellations

Those who need to coordinate a leave of absence for their child(ren) for any reason must communicate these schedule changes with the front desk staff. RBTs are not responsible for informing the front desk of any changes. You are considered a “no show” when:

- you do not provide a 24-hour notice by contacting someone at the front desk either by phone or in person,
- you miss an entire week of service with no communication,
- you have an unscheduled cancellation, which includes canceling within a 24-hour period of your child’s scheduled service.

If any of the following conditions are met, it could result in the removal of services and placement back onto the waitlist until your turn becomes available again:

- you have four unscheduled cancellations within a 30-day period,
- you have two consecutive unscheduled missed appointments,
- or a total of four missed appointments (either unscheduled or scheduled) within a 30-day period.

Leaves of Absence from Services

We, at Behavioral Achievements, encourage and support the idea that all families need breaks and should spend time together. All leaves of absence require communication with the front desk, not the RBT assigned to your child. If you anticipate an extended leave of absence for your child, you must inform Behavioral Achievements. At least a 2-day notice is required to schedule a leave of absence (1 to 2 days) for events such as doctor appointments, school events, etc. A minimum of 7-day notice is required for an extended leave of absence that will last more than 3 consecutive days. If there is a need to plan for an extended leave of absence from services at Behavioral Achievements of more than 1 week, please inform the front desk. Extended leaves of absence not scheduled with Behavioral Achievements fall within the categories of either “late arrival” or “no show” which is further discussed in the section titled *Pickup and Dropoff Expectations*.

When scheduling a leave of absence, it is at the sole discretion of management at Behavioral Achievements to determine how long to hold a space for your child(ren). This will be weighed on the needs of the request (i.e., vacation, family emergency, transportation issues, etc.). If Behavioral Achievements deems the extended leave of absence to be too long, your child(ren) may be moved from the active roster to the last spot in the waitlist. This will require your child(ren) to wait their turn for their opportunity to receive services once again.

In-home / Community Sessions Rules and Requirements

Behavioral Achievements may be required to visit locations outside of the clinic to ensure that behavioral goals will generalize to community and home settings. These remote ABA services may be provided in-home or in the general community based on the need related to behavioral goals. Due to ethical policies, guidelines, and standards, Caregivers are required to adhere to the following:

- In-home is defined as at the child’s place of residence.

- Community is defined as anywhere outside of the child’s home, and the Behavioral Achievements clinic (i.e., playground, grocery store, Caregiver office location, etc.)
- During scheduled sessions outside of the clinic, a Caregiver or responsible adult of 18 or older who are not a staff member of Behavioral Achievements must always be present. **There are no exceptions.** Any violations will result in termination of in-home or community site services, if applicable.
- Your child should be dressed and fed before the arrival of the therapist for in-home or community sessions unless these skills are addressed in the child’s program.
- When sessions are in-home or in the community, the area being used for therapy must be a comfortable temperature, well-lit, and relatively free of distractions, unless the distractions are necessary to the treatment plan. We must be afforded the ability to conduct each session professionally with materials ready and limited access to competing reinforcers such as toys, food, electronic devices, etc., not used during the therapy session.
- If the child is not at the home or community site when the therapist arrives, the therapist is only permitted to wait up to 15 minutes after the scheduled time for therapy. If this time has elapsed, the therapist will leave.
- The therapist will call the family if they are to arrive more than 5 minutes late.
- The therapist cannot change appointment times. All appointment times need to be coordinated with the front desk.
- In the event of an accident or unusual incident, the therapist should complete an incident form and inform their supervisor within 1 working day (see section *Incident / Emergency*).

These rules and requirements are developed from ethical and BACB guidelines to ensure that all parties involved are given the appropriate tools for success when performing services away from the clinic. Caregivers who cannot abide by these rules may result in termination of in-home or community site services until these rules and requirements can be met.

Caregiver Engagement and Participation

Providing effective treatment to families requires the effective establishment of a partnership between the child, treatment staff, and all caregivers. This partnership will involve many elements, which will include effective communication, mutual respect, clear boundaries, and clearly defined roles. Although every treatment team member plays a role on the team, caregivers play a key role. Caregivers are the

most important members of their child's treatment team. Even if the treatment staff comes and goes, the caregiver remains the constant of any treatment team.

Caregiver Commitment

To ensure effective implementation of the treatment plan/programming, Behavioral Achievements requests the following commitments by Caregivers as listed below.

- Active participation in training regarding the child's program.
- Adherence to the child's treatment plan.
- Immediate communication via email (phone if necessary) with the BCBA on your child's team if you are unsure how to implement a program/protocol.
- Immediate communication via email or phone, if necessary, with the BCBA on your child's team from the Caregiver if there is a concern that a program/protocol is not being implemented correctly or working effectively.
- Meet with the BCBA on your child's team as frequently as possible.

If attempts to correct these issues regarding these commitments fail, services might be terminated as further defined in the section *Procedure for Lack of Participation*.

Procedure for Lack of Participation

1. The first time that the Caregiver does not meet one of the participation requirements, the Caregiver will be provided a verbal warning and follow up with an email reminding the Caregiver of participation requirements. A Supervisor will explain clearly to the Caregiver where participation is lacking and provide training if necessary.
2. The second time that a Caregiver does not meet one of the participation requirements, the Caregiver will be provided with a written notice reminding the Caregiver of the participation policy. The notice will clearly explain to the Caregiver where their participation is lacking, and a supervisor will provide training if necessary.
3. The third time that a Caregiver does not meet one of the participation requirements, a BCBA will meet with the Caregiver and provide them with a final written notice reminding the Caregiver of the participation policy. The notice will clearly explain to the Caregiver where their participation is lacking. The BCBA and Clinicians will work closely with the Caregiver to provide the training necessary to correct the issue. Additionally, the notice will explain that if the Caregiver does not meet the participation requirements again, the child's services will be discontinued.

4. The fourth time that a Caregiver does not meet one of the participation requirements, the child's services will be discontinued due to lack of participation. The BCBA will meet with the Caregiver to explain where their participation is lacking. Services will be faded back according to a fade plan that will be individually determined for each child and referrals will be made if necessary and appropriate.

The clinical team will work closely with every Caregiver to ensure participation is as easy and enjoyable as possible. When issues arise, the BCBA will work closely with the Caregiver to determine how to resolve the issue. When Caregivers participate fully in their child's programming, they should see more progress in their child and have a better understanding of how to respond to various issues.

Caregivers are expected to participate in treatment sessions as often as determined through the collaboration of the BCBA, which includes the clinician involved in the child's program and the Caregivers. Caregivers will learn how to embed their child's individual goals with the family's daily routines. Intervention plans will be communicated to Caregivers each session. As a provider, our partnership with the family is critically important to us as we believe that this partnership is instrumental in the success of our clients. Failure of a Caregiver to engage in this partnership with us through the lack of involvement in treatment sessions at the required level, as determined at the outset by collaboration between the Caregivers and BCBA, may result in concluding services. Additionally, we collaborate with Caregivers on several issues during an intervention. These include how to set up the environment to best support the client's learning, and how to limit access to items that may interfere with learning during a session. Your support and partnership with these issues will ensure the best success of treatment.

Incident / Emergency

Emergency Contact Information

Emergency contact information should be always kept up to date and must be provided by the Caregiver as soon as possible, including any changes. It is the responsibility of all Caregivers to ensure that all emergency contact numbers are updated in the event of the following changes:

- A new work address/work number
- New cell phone or primary landline phone number(s)
- New personal email address(es)

- Changes in relationship status that would affect access to the child (divorce, separation, updated adoption policies, etc.)

Emergencies (Medical or Otherwise)

In the event of an emergency, the Behavioral Achievements staff will use their best judgment on behalf of the child to ensure that appropriate measures are taken to meet the child's immediate needs. All Behavioral achievements staff are CPR trained and will follow written protocols that have been addressed internally. In the event an emergency arises, the staff will communicate any issues with the Caregiver as soon as possible.

Medical Treatment

Staff members at Behavioral Achievements are certified in First Aid and CPR. In the event of a medical emergency, staff will administer first aid as appropriate, call 911 as necessary, and then contact the emergency contacts listed on file as provided with the intake paperwork or an updated/revised emergency contacts list. Please be sure to keep the front desk informed of any updates to an emergency contact list including updated phone numbers to ensure appropriate contact can be made in the event of an emergency.

Administering of Modern or Holistic Medicine

Behavioral Achievements is a clinical setting for ABA Therapy. As such, Behavioral Achievements staff will not administer any modern or holistic medicine or treatment for conditions a child may have. Administration of medications, either prescribed or over the counter, must be performed by a caregiver before arrival for services. If a child needs medication while in services, a caregiver must come in to the clinic to administer the medication. This includes medications that are oral or topical. If for any reason a child has in their possession any form of medical solution, it will be confiscated and returned to the caregiver at pick up. Some examples of over-the-counter medications include but are not limited to child's aspirin, cough suppressants, cough drops, or Robitussin.

Video Surveillance

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our clinic, Behavioral Achievements is equipped with a 24-hour video surveillance system. Security cameras have been installed in most areas of the clinic. We may conduct video surveillance of any portion of our premises at any time, the only exception being the private areas of restrooms and the BCBA office. Our

video/security cameras have been positioned in appropriate places within and around our clinic and are used to help promote the safety and security of people and property.

The following are just some of the many benefits of having security cameras installed in the ABA clinic.

- Security cameras keep children and staff safe.
- People tend to behave/perform better when there are security cameras present.
- Owners/Executive Directors can better monitor the entire facility and supervise/observe staff's interactions with children and with other staff members effectively.
- Our cameras help provide peace of mind to our parents and our staff members.

Because we respect the privacy of all children, parents, caregivers, guests, and staff in our ABA clinic, our 24-hour video surveillance system/security cameras are *for internal purposes only*.

ONLY the Owners, Director, and Assistant Director are allowed to view our security cameras/video footage either at Behavioral Achievements OR live video footage may be viewed remotely by the owners at a remote location.

Incident Reporting

In case of an accident or unusual incident, the therapist in charge of the child will complete an incident form and inform their supervisor within 1 working day. If an incident is deemed severe, Caregivers will be contacted as soon as possible. Please see the section labeled *Emergency Contact Information* to ensure all emergency contact information remains up to date with the front desk.

Location of Treatment and Treatment Policy

Behavioral Achievements intervention will mostly take place in the clinic. However, special instances may require clinicians to go to the home, school, and/or community environments. The location of your child's treatment program is dependent on the type of service(s) he/she receives. If ABA services are taking place outside of the clinic **a caregiver at least 18 years of age or older must be present during all sessions that take place in the home and community environments.** Please see the section labeled *In-Home / Community Sessions Rules and Requirements* for additional Caregiver responsibilities.

Please note that if services are provided at home or a remote site, the location serves not only as the location of intervention but also as the working environment of our staff; as a result, all home-based sessions must occur in a clean and smoke-free environment. Additionally, all pets should be secured as needed during intervention so as not to disrupt intervention. Staff will conclude the session and notify

the office and their supervisor if at any time they do not feel safe or comfortable. **During sessions in the home or the community, a caregiver must be on the premises at all times.** During community sessions, a caregiver must always be in the line of sight. Caregivers are expected to provide legal, appropriate parking for all staff attending home-based sessions. Please see the section titled *In-home / Remote Site Sessions* for additional stipulations and requirements for our out-of-clinic services.

Recommendations for Services

Our clinicians provide your family with the appropriate level of recommended services. In addition, they are trained to provide ongoing analysis of your child's measurable goals to prescribe you and your family the correct number of therapy hours. Behavioral Achievements takes this prescription for services very seriously. We are committed to providing you and your family with 100% of the recommended hours, as your child's progress and outcome for services are directly linked to this factor. Should these hours drop below the appropriate level, your clinical team will discuss with you the importance of maintaining the prescribed number of hours weekly. Each child responds individually to the intervention process and each child learns at a different rate and in different ways. Behavioral Achievements provide effective treatment but cannot make guarantees regarding individual client progress or outcomes.

Psychological Assessment

Your Behavioral Achievements clinician may ask you to complete psychological and/or psychoeducational measures (e.g., questionnaires, behavior rating scales, personality measures, etc.) to deliver informed diagnosis and treatment planning, make educational recommendations, and/or evaluate the outcome or efficacy of treatment. While outcomes from these measures will be discussed with you and integrated into the overall treatment plan, any assessment protocol can only be released to professionals/clinicians who are trained to interpret such information and will only be released to such an individual with your written consent.

Scheduling of Clinical Services and Treatment

Your child's schedule will be developed based on their individual needs, funding source requirements, and the match between client and staff availability. We request that families provide our team with the maximum amount of availability to optimize the service delivery process. We recognize the challenges that come with balancing family needs and intervention services. We will attempt to make the best

possible scheduling arrangements for each child. Flexibility by all individuals involved in your child's treatment is appreciated and important.

To keep paper waste at a minimum, our team communicates new schedule announcements through email or text messages.

We sincerely appreciate proactive forward planning from Caregivers, in the form of communications either through the front desk, through info@ba-iv.com, or even the text communication line, when you know that your child's schedule will be affected (e.g., conflicting doctor's appointments, vacations, plans to continue services, school closures, etc). Any same-day or last-minute schedule changes initiated by Behavioral Achievements will be communicated directly to you via phone call or text message. Please see the section titled *Leaves of Absence from Services* for more details.

Wellness Policy

To minimize the spread of illness, Behavioral Achievements wellness policy requires that a session be canceled and rescheduled if the client or Behavioral Achievements staff displays one or more of the following symptoms and guidelines listed below.

The client or staff must be free of infection and other symptoms, without the aid of medication, for 24 hours before resuming program sessions. Sessions may resume when the incubation and contagious period is passed, and the client or staff is well enough to resume normal activities. If the client or staff becomes ill during a session, the session will be immediately canceled.

- Vomiting/Diarrhea
- Temperature greater than 100 degrees Fahrenheit
- Respiratory problems – severe coughing, rapid breathing, croup, or whooping sound after coughing
- Thick discolored discharge from the nose
- Rash or infection of the skin (e.g., ringworm, poison ivy)
- Evidence of lice, including nits
- Communicable diseases – Conjunctivitis (pink eye), influenza, measles, chicken pox, strep throat, etc.

Caregivers acknowledge that if their child exhibits any of the symptoms outlined above they should contact the staff at Behavioral Achievements. To cancel and reschedule their child's session. If for any reason your child did not attend school due to an illness or was sent home early due to an illness, there should be no therapy session that day. Caregivers agree to notify the staff within 24 hours if the diagnosis is a serious and contagious illness or parasitic infestation. Caregivers acknowledge that there are instances where sessions will be canceled until we have received written permission from a doctor saying their child is well enough to resume therapy sessions. This is for the child's well-being, other clients in the clinic, along with the well-being of the staff.

Please notify the front desk of any illness that your child, you, or other children in the home may have. We will also contact you if any therapist has an illness. In the case that your child's session is cancelled due to the illness of a staff member you will be contacted immediately.

Please note that our staff will use their best judgement to determine when to send children home.

Inclement Weather Policies and Procedures

The following statements pertain to the policies and procedures regarding appointments and or travel during inclement weather. Inclement weather is defined as weather that has the potential to cause injury or harm if traveled in. Examples of inclement weather can take many forms and can include, but should not be limited to the following:

- Flash flood warnings, or flooded areas
- Excessively high temperatures, or high heat index
- Poor air quality warnings
- Severe thunderstorm warnings

Decisions regarding the weather and/or safety risks shall be made by the Behavioral Achievements staff from the agency's standpoint. However, the client has the right to reschedule appointments if there is a reasonable risk to safety as opposed to an attempt to merely cancel the appointment. If the staff believes that the weather presents a reasonable risk to the health and safety of the client or staff, any scheduled appointments, including home or offsite visits, planned trips, etc., shall be rescheduled. In the event of a need to reschedule an appointment, the staff shall notify the client as soon as possible by means outlined

between the staff and client during the initial stages of the case (phone/email/text). It should be the understanding of the client that inclement weather and the dangers presented because of it can, and will, include areas that lead to the client's home or location of the planned trip. Safe conditions at the client's place, residence, or the location of the planned trip do not exclude the dangers present in the area that must be traveled to reach these destinations.

Caregivers acknowledge that it is their responsibility to provide viable contact information which would include a method of contacting the client in the event of an emergency type situation.

In most circumstances, the Behavioral Achievements staff will follow the local school cancelations for the area in which you or the staff reside. If the staff believes they can continue with the scheduled appointment, they will notify you to confirm the session. Sessions are difficult to reschedule given the times families and RBTs are available. However, the staff will make all efforts to make accommodations. Please keep in mind that other regular scheduled appointments may interfere with rescheduling for another day.

Video Recording Policy and Consent

As a part of our clinical practice, sessions may be video recorded or available for viewing via a live stream camera, which is available for viewing only by the Behavioral Achievements staff. These recording(s) will be used for clinical review of client progress, as well as ongoing supervision. The recordings will be the property of Behavioral Achievements and may be stored as a part of the client record.

The Caregiver may consent for video recordings to be used for additional purposes such as educational and training resources to be used within and outside of the company. However, if a Caregiver objects to allowing the use of video recordings for education and training purposes, it will in no way jeopardize their relationship or services with Behavioral Achievements.

Observation Consent

Behavioral achievements shall not allow observation of any client by persons other than Caregivers of current or prospective clients, paid staff, authorized tours (e.g., intakes, graduate student programs), current clients, volunteers, and student interns working in the clinic, authorized staff, or authorized Governmental monitoring personnel without the written specific consent of the affect client's Caregiver.

Data Collection Software Access

Behavioral Achievements utilizes CentralReach (CR) Essentials for Applied Behavioral Analysis (ABA) to collect relevant behavioral data, develop reports, and provide delivery of behavioral interventions for all clients. This software provides access to caregivers to review electronic session notes and the collected data. The software may also include customized delivery of necessary parent programs and behavioral request forms specific to their child. Access to this software is unique to each caregiver to view only their child's information within the guidelines of all HIPAA requirements and regulations. Individuals are not required to access this program other than to sign session notes upon pickup of the child. Behavioral Achievements delivers accessibility to all parents/guardians that would like access to view data within the program. The email will come from CR Essentials on behalf of Behavioral Achievements and will require *each* caregiver to generate an account to view their child's information.

Assignment of Staff

Behavioral Achievements stands by the level of training and expertise of its entire staff. All staff assigned to provide care for your child and family have been trained to extend high customer service and to provide quality care within our professional boundaries. **Behavioral Achievements reserves the right to change staff services for your family to best meet the needs of the client, the requirements of your funding agency, or in compliance with Human Resource requirements.** All clients will be made aware of permanent changes in staff in advance whenever possible; however please note that occasionally situations arise in which advance notice may not be provided. We are not always able to guarantee specific staff.

Additionally, Behavioral Achievements is a training facility, and a range of professionals may include interns, clinical fellows, students in a clinical practicum, or new employees in a training program, some of whom provide services. All professionals-in-training are supervised by licensed professionals. Behavioral Achievements is a training site for various clinical disciplines. Please note that therapy sessions may occasionally include additional staff members for training purposes. Any concerns regarding Behavioral Achievement's staff should be immediately discussed with the clinician supervising your child's treatment.

Legal Consent

Decisions about psychological, medical, behavioral, developmental, and/or educational care must be made by the child's legal guardian(s), who must be physically present to provide consent, have an opportunity to be fully informed of Behavioral Achievements service process, be provided with an opportunity to ask questions, and for identity to be verified. In the event of a parental separation or divorce, both parents MUST consent, in writing, to engage in Behavioral Achievements' services. Both parents are invited and encouraged (as they are able) to participate in Behavioral Achievement's service delivery process. If one parent retains sole legal custody, this parent MUST provide legal documentation of this for Behavioral Achievement's services to be provided. In the case of joint custody, both parents MUST consent if there is definite interest in engaging Behavioral Achievement's services. Both parents, regardless of custody, have a legal right to records.

Assessment and Treatment of Children of Separated or Divorced Parents

In the treatment of children whose parents are separated or divorced, several issues can arise. After signing the *Caregiver Policies and Handbook Acknowledgement* form, you confirm that you understand and agree with the following policies:

- Each parent will be offered equal time with Behavioral Achievements staff regardless of which parent initially contacts Behavioral Achievements. A signed release of information will need to be obtained from the custodial parent to share information with the non-custodial parent.
- Exceptions to these policies include but are not limited to when a parent lives outside of the state of Nevada; is incarcerated; has a restraining order in place against him/her; has limited to rare contact with the child/family; and/or does not have the legal authority to make decisions regarding development-related services and/or mental health services for the child (or as specified in court documentation). Behavioral Achievements is available to consult by phone with parents who live out of state, and these sessions will be billed as part of Parent Training.

Behavioral Achievements will require a copy of the section within the parent's divorce decree and/or court order that specifies the legal custody agreement.

Ideally, consent for clinical services and/or treatment for the child should be provided by all legal guardians. Rare exceptions are clinically determined case by case or if mandated by court documentation. In addition, information provided by one parent or legal guardian may be shared with

the other parent or legal guardians to facilitate services/treatment, as clinically warranted, or as mandated by court documentation.

Professional Boundaries

We truly value the relationships we develop with our clients and families. It is through these collaborative and cooperative relationships that we can work as a team. To maintain healthy, professional relationships with our clients and families, we adhere to the following:

- If you need to communicate with one of our staff members, please call the main office unless other arrangements have been made (e.g., a cell phone number or group chat has been provided) with the specific service provider.
- It is our responsibility to always ensure confidentiality. While in the office, please remain in the waiting room unless a staff member directs you to a specific room by releasing you through the door. If invited through, only go to the designated areas that are allowed while being escorted by a Behavioral Achievements staff member.
- We want to maximize our time with the child, so communication between staff and Caregivers should be kept on topic and take place at appropriate times during a session (e.g., beginning and/or end).
- We value a balance between work and personal lives. Calls should be placed and returned during normal business hours listed in the section *Hours of Operation*.
- Direct Service Providers help carry out treatment goals developed by all clinical disciplines. Their time is very valuable, and they need to be focused on working with your child, so we ask that any clinical questions be directed to the BCBA (e.g., how is my child progressing).
- We asked our team members to arrive on time as well as leave on time so that everyone could stay on schedule. Please see the section titled *Pickup and Dropoff Expectations* for more details.
- After a session is complete, team members will properly clean up the area(s) in which they are working.

Caregiver Interactions with staff and Dual Relationships

The nature of our business can often be personal because we work so intensely with each other frequently. For this reason, we mandate that Caregivers maintain a friendly relationship with staff members but not a personal relationship. Caregivers acknowledge that any relationship outside the clinical service or therapeutic service is completely inappropriate.

Under the code of ethical conduct for clinical services and behavior analysts, we are not allowed to work with you in any other capacity except as your consultant or behavior therapist. If Behavioral Achievements staff work in your home or at a remote site with your child, it is not appropriate for you to leave the premises at any time or to ask our staff to take your child to some other location that is not directly related to our services.

A dual relationship is any time two people have more than one relationship (for example: an RBT attends the same gym as their client's parent). Behavioral Achievements staff are trained to never engage in any dual relationship with clients that can be exploitative or sexual in nature. In addition, the Caregivers must bring to the attention of Behavioral Achievement's management a dual relationship as they arise. It is important to acknowledge that multiple relationships are not always unethical, avoidable, or unexpected. Rather, they are fairly common, especially in the communities and circles we live in. We will assess the risks carefully before entering into any dual relationships with clients and their families. We encourage families to consider any risks to the client and family before engaging in dual relationships with those that have a current or former professional relationship.

Dual relationships include but are not limited to, babysitting, acting as the nanny, bartering of services or goods, friendships, sexual relationships, etc. This pertains to past and present employees. Behavioral Achievements staff are not permitted to engage in these types of dual relationships.

Behavioral Achievements strives to hire the best; however, at times people may leave our company for various reasons. In those instances, we also do not encourage families to hire or have dual relationships with our past or present staff members. Due to confidentiality held with our staff members and parents, direct details about why a staff member left the company are prohibited. This is for the protection of Behavioral Achievements and our clients.

Caregivers acknowledge that Behavioral Achievements does not ever allow employees to transport clients or client family members.

Gift Giving Policy

We really appreciate that a family, at times, especially over the holidays, likes to express their gratitude for the staff that provide services to their family through gift giving. **However, according to our**

professional codes of conduct, all employed staff and all trainees are not able to accept gifts including store gift cards, food, clothing, tickets to events, housing, access to vehicles, and other tangible items. Please feel free to have your child express their gratitude in other ways, such as cards, donations to charities, etc.

Discharge Criteria

Individuals who exit the Behavioral Achievements program leave for a variety of reasons, which range from conflicting schedules and goals to completion of services. Behavioral Achievements considers a variety of factors (including a review of the client's treatment data) when determining whether a discharge from services may be appropriate. The following instances may warrant a discharge from Behavioral Achievements intervention services. A detailed list follows:

- **Complete outcome of service:** The client's referred excesses and deficits have been addressed and remediated. All problem behaviors identified at the entry of service have been addressed and are exhibited within typical ranges. The child is functioning within normal limits for his or her age and demonstrates evidence that he/she will continue to acquire new skills under natural, non-therapeutic conditions.
 - May also include age-appropriate ranges of development on standardized testing in the areas of diagnostic criteria, cognition, language (basic speech and language as well as a pragmatic language), social problem-solving, executive functioning, and adaptive skill functioning.
 - The client has met his long-term goals and objectives and there is no need to develop new ones.
- **Services are deemed no longer appropriate** due to minimal progress over a substantial period of time.
 - There has been no reasonable improvement in 3 months, and it has been determined that further improvement is unlikely with continuation of treatment.
- **The family's decision to terminate**, due to various reasons including disagreement regarding the child's program.
- **Failure to comply with Behavioral Achievements policies and procedures** as outlined in our Caregiver handbook.

- Failure to adhere to the policies, and subject to the penalties, of the sections titled *Late Arrivals, Late Pickups Cancellations*.
- Continued rates of cancellations by families over 20% of the child's scheduled hours.
- A documented willful lack of participation in treatment by the parents, as determined through a consultative case review by the child's service team.
- The client's needs are such that they **cannot be adequately addressed by Behavioral Achievements** staff.
 - In such cases, Behavioral Achievements will contact the appropriate agency and assist in finding an appropriate program for the child.
- The **funding agency terminates funding** of the child's program and there is no alternative payment method available.
- Failure to make payment for invoices within 30 days.

Grievance Procedure

At Behavioral Achievements, we make every effort to ensure that our staff are caring, respectful, and partnering with our clients and their families. We encourage the client to discuss any matter of concern regarding the services delivered by Behavioral Achievements staff with the BCBA assigned to the case to resolve a concern.

Early and immediate resolution of concerns and conflicts is strongly encouraged, and a meeting may be scheduled with the client, staff member, BCBA, and the designated management staff to assist in reaching a satisfactory resolution.

We recognize that at times our families and clients will need to provide us with feedback concerning our staff. As appropriate, please follow this grievance procedure:

1. **STEP ONE:** Please communicate with your child's assigned BCBA / Clinician (if applicable) about any concerns about the direct service provider, clinical program, or other initial concerns. In the event there is not a satisfactory resolution reached with the Clinical Supervisor / Clinician, the client may appeal the matter to the Clinical Manager, or if you have concerns about the BCBA / Clinical, please proceed to STEP TWO. Note that it is always the client's right to refuse services at any time; this needs to be communicated to Behavioral Achievements management (info@ba-lv.com) if consent for services is revoked.

2. **STEP TWO:** Please communicate with management about your BCBA or about any concerns that you have elevated to the BCBA / Clinician that have not been addressed adequately.
3. **STEP THREE:** In the event the client is still not satisfied, they have the right to refuse services, and contact their insurance company/case manager (if applicable) to revoke services.

Caregiver's Guide to ABA Therapy

Treatment Phase

The BCBA and Behavior Technicians will be providing therapy through supervision and direct interaction. Your child's progress is recorded through data collection and documentation. Caregiver signature is required on the session note/timesheet at the end of each session. You will participate in parent training on strategies and interventions used in therapies. The BCBA will report on the child at the end of the authorization period.

What can you do during the treatment phase:

- The BCBA and Technicians may be questioned or asked about certain goals in addition to questions regarding the treatments being delivered.
- Schedule Parent Trainings or meetings to learn how you can further implement things at home and different methods of intervention.
- Caregivers may check in at any time during the session using the Hi-Rasmus login provided to each parent. This allows Caregivers to track progress and data recorded during the session with your child.

Behavioral Achievements Strategies and Methods

The following ABA strategies and reinforcement have been chosen to address each targeted behavior and are developed to address deficits relative to an autism spectrum diagnosis. Identified procedures used to carry out program implementation are obtained from evidence-based methods. Not all methods or procedures apply to every child since each behavioral plan is uniquely tailored to every client. In the event other procedures become more prevalent, this list will grow or reduce based on the pending evidence-based practices.

Antecedent (Proactive/Prevention) Strategies:

Environmental Engineering/Modifications: Craft an environment that harmoniously nurtures performance in unfamiliar surroundings. Eliminate distractions and ensure immediate access to rewards, fostering optimal conditions for success.

Visual Supports: Harness the power of visual aids such as schedules, scripts, and labels to activate desired behaviors. Let visual support guide the way toward increased engagement and comprehension.

Concise Language: Unlock the potential of clear, concise, and appropriate verbal communication. Tailor your words to the learner's level, creating a symphony of understanding and paving the path towards achievement.

Pairing: Engage in a dance of delightful harmony by aligning with the learner's favorite items and activities. Through shared enjoyment, become a beacon of positive experiences, signaling a wonderful journey together.

Transition Cues: Guide transitions from one activity or environment to another with grace. Deploy verbal, visual, or auditory cues, orchestrating a seamless flow for both mind and body to follow.

Prompting: Strike a harmonious balance by utilizing prompts at the right cadence. Gently guide learners, minimizing errors, and ready to gradually fade prompts, nurturing independence, and self-reliance.

Premack Principle: Utilize the Premack Principle to unlock the power of probability. Let high-probability behaviors become bridges to reinforce lower-probability ones. Paint a picture of "first this, then that" to inspire motivation and achievement.

Non-Contingent Reinforcement: Cultivate an oasis of non-contingent reinforcement, allowing access to rewards throughout the day on a fixed schedule. Nurture a landscape of positivity, where the promise of enjoyment awaits at every turn.

Choice: Unleash the gift of autonomy by providing opportunities for decision-making. Empower learners with the freedom to choose, igniting sparks of motivation and fostering a sense of ownership over their journey.

Interspersal Training: Conduct a beautiful symphony of skill acquisition with interspersal training. Present a composition that is 80% familiar tasks and 20% new challenges. Strive for a balance that harmonizes growth, mastery, and progress.

Errorless Teaching Procedure – Teaching Strategies

Incidental Teaching/Natural Environment Teaching: This approach involves incorporating the natural environment and utilizing everyday opportunities, as well as planned ones, to provide instruction. The instruction is based on the individual's motivation and interests.

Discrete Trial Training: This method breaks down the targets into small and specific steps for instruction. Each step is presented in a structured and controlled manner.

Functional Communication Training (FCT): FCT focuses on teaching and reinforcing appropriate communication skills. It aims to replace challenging behaviors by eliminating the reinforcing outcomes that typically maintain those behaviors.

Modeling: In modeling, a person demonstrates the desired behavior to the learner, serving as a prompt and example for them to imitate and learn from.

Prompting: Prompting involves using cues, such as verbal instructions, gestures, demonstrations, or physical guidance, to support and increase the fluency of new skills.

Fading: Fading is the process of gradually reducing prompts provided to a learner to encourage them to respond independently. The goal is to promote independent behavior without relying on prompts.

Errorless Learning: This technique involves providing prompts immediately after instructions to ensure correct responses and access to reinforcement. It often uses shaping, which involves reinforcing correct responses and approximations of the desired behavior, gradually shaping it towards the target behavior.

Task Analysis: Task analysis breaks complex tasks into smaller, manageable steps or actions. Once the steps are identified, specific teaching procedures can be implemented to teach and guide the learner through each step of the task.

Shaping: Shaping is a process that involves reinforcing successive approximations of a desired behavior over time. It gradually shapes the behavior towards the target by rewarding and reinforcing behaviors that are closer and closer to the desired outcome.

Reinforcement Methods:

- **Token Economy:** A reinforcement system in which tokens are earned for demonstration of target behavior and exchanged later for reinforcement.
 - Tokens may take the form of stickers, tallies, coins, etc.
- **Differential Reinforcement of Alternative Behaviors (DRA):** A reinforcement procedure which reinforces behavior that is an alternative to problematic behavior.
- **Differential Reinforcement of Incompatible Behaviors (DRI):** A reinforcement procedure which reinforces instances in which the learner engages in a functional replacement behavior that is incompatible with problematic behavior.
- **Differential Reinforcement of Other Behaviors (DRO):** A reinforcement procedure which reinforces instances in which the target behavior is absent.
- **Continuous Reinforcement (CRF):** A reinforcement procedure which provides reinforcement for every instance or demonstration of a behavior targeted for increase.
- **Non-Contingent Reinforcement (NCR):** Non-contingent reinforcement delivers reinforcement independent of the desired behavior occurring.
- **Positive Reinforcement:** Providing access to a motivator immediately following the occurrence of desired behavior in order to increase the likelihood of the behavior occurring again in the future.
- **Negative Reinforcement:** Removing an aversive stimulus immediately following the occurrence of desired behavior to increase the likelihood of the behavior occurring again in the future.

Consequence (Reactive) Strategies:

- **Response Interruption and Redirection (RIRD):** An intervention that involves presenting demands or other types of distractions to interrupt and interfere with behavior and redirect it to an alternative response.
- **Representation of Demand:** Tasks and demands are represented to the learner followed by a designated prompting sequence to maintain responding.
- **Extinction:** An intervention in which reinforcement that was previously provided for problematic behavior is discontinued.

These strategies are not to be used independent of each other. Various interventions will often be combined for the best effect toward reducing and/or increasing desired behaviors. As your child meets the diagnostic criteria set forth by the DSM-5 for an Autism Spectrum Disorder (ASD) diagnosis, goals will continue to focus on the active ASD core symptoms and substantial deficits that inhibit daily functioning. This treatment level requires substantial support in a 1:1 setting while progressing to a restrictive environment and small group setting. A comprehensive or intensive treatment care plan includes 1:1 direct ABA, caregiver training, protocol modification and treatment planning. A comprehensive treatment model has been shown to be most effective with the ASD population in current medical literature.

Services will be provided by either a Licensed Behavior Analyst (LBA), Board Certified Behavior Analyst (BCBA) or a Registered Behavior Technician (RBT). RBT hours will be supervised by an LBA, BCBA.

Consent to Treat/Bill & Privacy Information

Authorized parent(s) or guardian(s) (herein be referred to as “Caregiver(s)”) allow Behavioral Achievements LLC to provide optimal care for their child, bill appropriately, share their information securely, and consent to the following policies and procedures written below.

Consent For Treatment

Caregivers consent to and authorize the provider(s) at Behavioral Achievements LLC to treat their child. Caregivers understand this could include behavioral health and social interaction interventions, parent meetings, supervision, data collection, administration, observations, and other requirements for the administering of behavioral health services. Caregivers further understand that Behavioral Achievements LLC is available to explain the treatment and a Caregiver has a right to refuse treatment on behalf of the child. Caregivers understand that this consent will be valid and remain in effect for as long as their child(ren) attends any generalized setting where staff members of Behavioral Achievements LLC perform behavioral services (at their home, in a clinic, at school, at social gatherings, etc.).

Consent For the Use and Discourse Of Health Information

Caregivers hereby authorize Behavioral Achievements LLC to release any information acquired during their child(ren)’s behavioral services to any authorized agent for the purposes of coordinating healthcare, treatment, and payment. Caregivers authorize the release of medical, and/or behavioral health information to their insurers as necessary for determination and payment of benefits; for utilization review and professional standards review organizations, companies, and community resources that assist with the child(ren)’s healthcare needs.

Notification of Privacy

Behavioral Achievements LLC complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). An authorized Caregiver will have been given and signed the *Behavioral Achievements LLC HIPAA Service Agreement and Consent Form* during intake on behalf of the child. An updated copy of this notice can be requested in paper by asking individuals at the front desk or is available online at <https://ba-lv.com/notice-of-privacy-practices/>.

Consent To Bill, Assignment of Benefits, And Payment

Caregivers authorize Behavioral Achievements LLC to file a claim with their insurance carrier for services rendered. They also authorize payment of benefits directly to Behavioral Achievements LLC for services provided to their child(ren). They further understand that they are responsible for any part of the charges that are not covered/paid by their insurance carrier and may be billed directly for services in the event they fail to provide updated insurance information at the earliest availability to provide notice of changes.

Acknowledgement of Personal Property

Caregivers understand that Behavioral Achievements LLC shall not be liable for loss or damage of any personal property.

Information Exchange

Behavioral Achievements LLC, under the discretion of the child(ren)'s Caregiver, may exchange information relevant to the development of behavioral intervention planning. For each exchange of information, parents are required to complete an *AUTHORIZATION TO RELEASE INFORMATION* form provided by Behavioral Achievements LLC. This information will help provide a better understanding of issues that can stem from specific displays of behavior(s).

Benefits/Risks of Behavioral Health Treatment

Potential benefits include better relationships, solutions to specific problems, improved understanding of the child, reduction in destructive or violent behaviors, and relief from unpleasant emotions. There may be some risks including, but not limited to, addressing painful emotional experiences, being challenged, or confronted with a particular issue, or being inconvenienced due to the costs of services.

Limits Of Confidentiality

Behavioral Achievements LLC is permitted or required, under specific circumstances, to use or disclose protected health information (PHI) without your written authorization: suicidal urges (a child being a danger to themselves), homicidal urges (being a danger to others), court order/subpoena, and child abuse/neglect.

Statement of Financial Responsibility

Behavioral Achievements will contact your insurance company to determine benefit and eligibility information. We will research your benefits to determine your deductible, co-payment, co-insurance, and out-of-pocket maximum benefits. While you may have insurance benefits, you are ultimately responsible for all charges. It is in your best interest to know and understand what your insurance plan benefits are and determine what your financial responsibility is prior to receiving services. The information we obtain from your insurance company is not a guarantee of benefits. Insurance payment will be determined at the time the claim is processed and you will be responsible for any unpaid or denied portion of the claim.

Claims Submission/Client Statement

Behavioral Achievements will submit a claim to your insurance company within one month after services occur. Once your insurance company has responded to our claim, we will invoice you accordingly. You will typically receive an invoice within 30 days of the date of service. Please pay your invoice upon receipt, and not more than 10 days of receipt. Your invoice may include the co-payment, deductible, co-insurance, denied amounts and/or any patient financial responsibility for the service. If your insurance denies the claim, we will work closely with you to investigate the reason for the denial and determine how to proceed. We will also do all we can to help with the appeal process. Failure to pay the amount due could lead to collections.

Change in Coverage

Should your insurance change, you are expected to notify Behavioral Achievements as soon as possible, and at least 15 days prior to the new coverage effective date to avoid non-payment or a disruption in service, and you will be responsible to pay in full if prior authorization from the insurance company is not obtained in time. We will determine benefits and eligibility through your new insurance carrier. Untimely notification may result in claim denials, and you will be responsible for all charges.

Delayed or Non-Payment

If immediate payment presents a financial burden, please contact Behavioral Achievements to discuss billing so we may create a written payment plan agreement. Unless other arrangements are approved in writing, all invoices are payable upon receipt or net 10 and will be considered past due after 30 days from receipt. Behavioral Achievements reserves the right to charge interest at the lesser of one percent (1%) per month or the maximum allowable interest under applicable law for all amounts not paid within thirty

(30) days after the invoice date. Delayed or non-payment could result in a change in the terms or availability of services up to and including termination of services.

Failure to Keep Appointment(s)

We realize there may be times when you must miss an appointment due to emergencies, doctor appointments, or obligations to work or family. All scheduled service interruptions may only be reported to the front desk staff. Informing any other staff member is not considered scheduling an interruption of service. If you need to schedule a cancellation of services for the day, you are obligated to call the main line (702-577-2606), or speak to the front desk staff, and inform them as soon as possible. Scheduled cancellations require a 24-hour notice prior to the scheduled appointment. You are considered a “no show” if you do not provide a 24-hour notice. Unscheduled cancellations are also considered a “no show”. Arriving more than 15 minutes late for your appointment—without notification—is also considered a “no show.” A “No Show/Late Cancellation” fee of \$50 will be assessed for each instance and you are invoiced accordingly. A one-time waiver of the “No Show/Late Cancellation” fee can be elected that will require a 30-minute session at our clinic focusing on healthcare issues and the importance of keeping appointments. If a “no show” occurs for any of the following reasons: two consecutive missed appointments, three total missed appointments, or unscheduled cancellation of four appointments within a 3-month timeframe, the result could be a removal of services and placement back onto the waitlist until your turn becomes available again.

Outings/Services Outside the Office or Home

If there is an outing/function that you would like our RBT/BCBA to attend as part of the therapy session or observation/assessment, you are responsible for paying any entrance fee, or fees, associated with the outing/event/functions, i.e., trip to the zoo, amusement park, community center event, restaurant, sporting event, etc.

Data Collection Software Access Form

Behavioral Achievements utilizes *Hi Rasmus* for Applied Behavioral Analysis (ABA) to collect relevant behavioral data, develop reports, and provide delivery of behavioral interventions for all clients. This software provides access to parents/guardians to review electronic session notes and collected data. The software may also include customized delivery of necessary parent programs and behavioral request forms specific to their child. Access to this software is unique to each parent/garden to view only their child's information within the guidelines of all HIPAA requirements and regulations. Individuals are not required to access this program other than to sign patient notes upon pickup of the child. Behavioral Achievements delivers this accessibility to all parents/caregivers that would like access to the program.

Informed Consent

During intake, the parent/guardian signed the *Informed Consent agreement* and agrees to have their child evaluated/treated through Behavioral Achievements, LLC. The parent/guardian understands that these services are based on an Applied Behavior Analysis (ABA) model and are provided by a professional trained in ABA. The parent/guardian understands that state laws may require that confidentiality be broken under certain circumstances, specifically, if the child is judged by the Behavior Analyst to be in danger to the parent/guardian and/or others, gravely disabled, or if there is suspected child abuse.

The parent/guardian further understands that Behavioral Achievements, LLC specializes in the evaluation and treatment of problem behaviors as well as skill acquisition, and if Behavioral Achievements, LLC is unable to meet the child(ren)'s needs, the parent/guardian will be referred to an appropriate agency or individual.

Services: Behavioral Achievements, LLC implements Applied Behavior Analysis for its services. A variety of techniques are integrated and utilized during treatment. Parents/guardians will be encouraged to practice various skills introduced in sessions. A treatment plan with specific goals will be explored and updated according to treatment plan schedules. Recommendations for additional treatment and/or intensive treatment may be made, if needed. Information will be limited to accommodate confidentiality with children of all ages. Family involvement is an important part of treatment. Children under the age of 18 will require an authorized parent/guardian signature to receive any form of treatment or assessment.

Concerns about services may be directed to Daniece Kern at 702-577-2606, dkern@ba-lv.com, or info@ba-lv.com.

HIPAA - Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review carefully.

Policy

Behavioral Achievements is committed to maintaining and protecting the confidentiality of the individual's Personal Health Information (PHI). Behavioral Achievements are required by federal and state law, including the Health Insurance Portability and Accountability Act ("HIPAA"), to protect the individual's PHI and other personal information. The company is required to provide the individual with this Notice of Privacy Practices about the company's policies, safeguards, and practices. When Behavioral Achievements uses or discloses an individual's PHI, the company is bound by the terms of this Notice of Privacy Practices, or the revised Notice of Privacy Practices, if applicable.

Behavioral Achievements is required by law to:

- maintain the privacy of PHI (with certain exceptions),
- give the individual this notice of the company's legal duties and privacy practices regarding health information about the individual,
- Follow the terms of the company's Notice of Privacy Practice that is currently in effect.

Procedure - *How Behavioral Achievements may use and disclose PHI*

The following describes the ways the company may use and disclose PHI. Except for the purposes described below, the company will use and disclose PHI only with the individual's written permission. The individual may revoke such permission at any time by emailing or calling the Behavioral Achievements Program Director.

For Treatment: Behavioral Achievements may use and disclose PHI for the individual's treatment and to provide the individual with treatment-related health care services. For example, the company may disclose PHI to doctors, nurses, technicians, or other personnel, including people outside the company's office, who are involved in the individual's medical care and need the information to provide the individual with medical care.

For Payment: Behavioral Achievements may use and disclose PHI so that the company or others may bill and receive payment from the individual, an insurance company, or a third party for the treatment and services the individual received. For example, the company may tell the individual's insurance company about a treatment the individual is going to receive to determine whether the individual's insurance company will cover the treatment.

For Health Care Operations: Behavioral Achievements may use and disclose PHI for health care operations purposes. These uses and disclosures are necessary to make sure that all the company's patients receive quality care and to operate and manage the company's office. For example, the company may share information with doctors, residents, nurses, technicians, clerks, and other personnel for quality assurance and educational purposes. The company also may share information with other entities that have a relationship with the individual (for example, the individual's insurance company and anyone other than the individual who pays for the individual's services) for the individual's health care operation activities.

Appointment Reminders, Treatment Alternatives, and Health Related Benefits and Services:

Behavioral Achievements may use and disclose PHI to contact the individual to remind them that they have an appointment with the company. The company also may use and disclose PHI to tell the individual about treatment alternatives or health-related benefits and services that may be of interest to the individual.

Third Parties Involved in an Individual's Care or Payment for an Individual's Care: When appropriate, Behavioral Achievements may share PHI with a person who is involved in the individual's medical care or payment for the individual's care, such as the individual's family or a close friend. The company also may notify the individual's family about the individual's location or general condition or disclose such information to an entity (such as the Red Cross) assisting in a disaster relief effort.

Research: Under certain circumstances, the company may use and disclose PHI for research. For example, a research project may involve comparing the health of patients who received one treatment to those who received another, for the same condition. The company will generally ask for the individual's written authorization before using the individual's PHI or sharing it with others to conduct research. Under limited circumstances, the company may use and disclose PHI for research purposes without the individual's permission. Before the company uses or discloses PHI for research without the individual's permission, the project will go through a special approval process to ensure that research conducted poses minimal risk to the individual's privacy. The individual's information will be de-identified. Researchers may contact the individual to see if the individual is interested in or eligible to participate in a study.

Special Situations

As Required by Law: Behavioral Achievements will disclose PHI when required to do so by international, federal, state, or local law.

To Avert a Serious Threat to Health or Safety: Behavioral Achievements may use and disclose PHI when necessary to prevent a serious threat to the individual's health and safety or the health and safety

of others. Disclosures, however, will be made only to someone who may be able to help prevent or respond to the threat, such as law enforcement or a potential victim. For example, the company may need to disclose information to law enforcement when a patient reveals participation in a violent crime.

Business Associates: The company may disclose PHI to the company's business associates that perform functions on the company's behalf or provide the company with services if the information is necessary for such functions or services. For example, the company may use another company to perform billing services on the company's behalf. All of the company's business associates are obligated to protect the privacy of the individual's information and are not allowed to use or disclose any information other than as specified in our contract.

Organ and Tissue Donation: If the individual is an organ donor, the company may use or release PHI to organizations that handle organ procurement or other entities engaged in procurement, banking or transportation of organs, eyes or tissues to facilitate organ, eye or tissue donation and transplantation.

Military and Veterans: If the individual is a member of the armed forces, the company may release PHI as required by military command authorities. The company also may release PHI to the appropriate foreign military authority if the individual is a member of a foreign military.

Workers' Compensation: The company may release PHI for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks: The company may disclose PHI for public health risks or certain occurrences. These risks and occurrences generally include disclosures to prevent or control disease, injury or disability; report births and deaths; report child, elder or dependent adult abuse or neglect; report reactions to medications or problems with products; notify people of recalls of products they may be using; a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; and the appropriate government authority if we believe a patient has been the victim of abuse, neglect, or domestic violence (we will only make this disclosure when required or authorized by law).

Health Oversight Activities: The company may disclose PHI to a health oversight agency, such as the Massachusetts or New York Department of Health and Human Services or Center for Medicare and Medical Services, for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Data Breach Notification Purposes: The company may use or disclose the individual's PHI to provide legally required notices of unauthorized access to or disclosure of PHI. Lawsuits and Disputes. If the individual is involved in a lawsuit or a dispute, the company may disclose PHI in response to a court or

administrative order. The company also may disclose PHI in response to a subpoena, discovery request, or other lawful request by someone else involved in the dispute, but only if efforts have been made to tell the individual about the request or to allow the individual to obtain an order protecting the information requested.

Law Enforcement: The company may release PHI if asked by a law enforcement official if the information is: (1) in response to a court order, subpoena, warrant, summons or similar process; (2) limited information to identify or locate a suspect, fugitive, material witness, or missing person; (3) about the victim of a crime even if, under certain very limited circumstances, the company is unable to obtain the individual's agreement; (4) about a death the company believes may be the result of criminal conduct; (5) about criminal conduct on the company's premises; and (6) in an emergency to report a crime, the location of the crime or victims, or the identity, description or location of the person who committed the crime.

Coroners, Medical Examiners and Funeral Directors: The company may release PHI to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. The company also may release PHI to funeral directors as necessary for their duties.

National Security and Intelligence Activities: The company may release PHI to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

Protective Services for the President and Others: The company may disclose PHI to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state, or to conduct special investigations. Inmates or Individuals in Custody. If the individual is an inmate of a correctional institution or under the custody of a law enforcement official, the company may release PHI to the correctional institution or law enforcement official. This release would be necessary if: (1) for the institution to provide the individual with health care; (2) to protect the individual's health and safety or the health and safety of others; or (3) the safety and security of the correctional institution.

When is Behavioral Achievements Required to let me opt out?

Third Parties Involved in the Individual's Care or Payment for Individual's Care: Unless the individual objects, the company may disclose to a member of the individual's family, a relative, a close friend or any other person the individual identifies, the individual's PHI that directly relates to that third party's involvement in the individual's health care. If the individual is unable to agree or object to such a disclosure, the company may disclose such information as necessary if the company determines that it is in the individual's best interest based on the company's professional judgment.

Disaster Relief: Behavioral Achievements may disclose the individual's PHI to disaster relief organizations that seek the individual's PHI to coordinate the individual's care or notify family and friends of the individual's location or condition in a disaster. The company will provide the individual with an opportunity to agree to or object to such a disclosure whenever the company practically can do so.

Fundraising: The company may notify the individual about fundraising events that support All Points Licensed Behavior Analysts.

Individual's Written Authorization Is Required for Other Uses And Disclosures:

The following uses and disclosures of the individual's PHI will be made only with the individual's written authorization:

- Uses and disclosures of PHI for marketing purposes;
- Disclosures that constitute a sale of the individual's PHI
- Disclosures of psychotherapy notes

Other uses and disclosures of PHI not covered by this Notice of Privacy Practice or the laws that apply to the company will be made only with the individual's written authorization. If the individual gives us authorization, the individual may revoke it at any time by submitting a written revocation to Behavioral Achievements Program Director and we will no longer disclose PHI under the authorization. But disclosure that the company made in reliance on an individual's authorization before the individual revoked it will not be affected by the revocation.

Individual's Rights Regarding PHI:

Right to Inspect and Copy: The individual has a right to inspect and copy PHI that may be used to make decisions about the individual's care or payment for the individual's care. This includes medical and billing records, other than psychotherapy notes. To inspect and copy the individual's PHI, the individual must make their request, in writing, to the Department in which their care was provided. The company has up to 30 days to make the individual PHI available to the individual and the company may charge the individual a reasonable fee for the costs of copying, mailing or other supplies associated with the individual's request. The company may not charge the individual a fee if the individual needs the information for a claim for benefits under the Social Security Act or any other state or federal needs-based benefit program. The company may deny the individual's request in certain limited circumstances. If the company does deny the individual's request, the individual has the right to have the denial reviewed by a licensed healthcare professional that was not directly involved in the denial of the individual's request, and the company will comply with the outcome of the review.

Right to Get Notice of a Breach: Behavioral Achievements is committed to safeguarding the individual's PHI. If a breach of the individual's PHI occurs, the company will notify the individual in accordance with state and federal law.

Right to Amend, Correct or Add an Addendum: If the individual feels that the PHI the company has is incorrect, incomplete, or the individual wishes to add an addendum to the individual's records, the individual has the right to make such a request for as long as the information is kept by or for the company's office. The individual must make their request in writing to the Department in which their care was provided. In the case of claims that the information is incorrect, incomplete, or if the record was not created by Behavioral Achievements, the company may deny the individual's request. However, if the company denies any part of the individual's request, the company will provide the individual with a written explanation of the reasons for doing so within 60 days of the individual's request.

Right to an Accounting of Disclosures: Individuals have the right to request a list of certain disclosures the company made of PHI for purposes other than treatment, payment, health care operations, certain other purposes consistent with law, or for which the individual provided written authorization. To request an accounting of disclosure, individuals must make their request, in writing, to the Department in which the individual's care was provided. The individual may request an accounting of disclosures for up to the previous six years of services provided before the date of the individual's request. If more than one request is made during a 12-month period, Behavioral Achievements may charge a cost-based fee.

Right to Request Restrictions: Individuals have the right to request a restriction or limitation on the PHI Behavioral Achievements uses or discloses for treatment, payment, or health care operations. Individuals also have the right to request a limit on the PHI we disclose to someone involved in the individual's care or the payment for the individual's care, like a family member or friend. For example, the individual could ask that the company not share information about a particular diagnosis or treatment with the individual's spouse. To request a restriction, the individual must make their request, in writing, to the Department in which their care was provided. The company is not required to agree to the individual's request unless the individual is asking us to restrict the use and disclosure of the individual's PHI to a health plan for payment or health care operation purposes and such information the individual wishes to restrict pertains solely to a health care item or service for which the individual has paid the company out-of-pocket in full. If the company agrees, the company will comply with the individual's request unless the information is needed to provide the individual with emergency treatment or to comply with the law. If the company does not agree, the company will provide an explanation in writing.

Out-of-Pocket-Payments: If the individual pays out-of-pocket (or in other words, the individual has requested that the company not bill the individual's health plan) in full for a specific item or service, the individual has the right to ask that the individual's PHI with respect to that item or service not be disclosed to a health plan for purposes of payment or health care operations, and the company will honor that request.

Right to Request Confidential Communications: Individuals have the right to request that the company communicate with them about medical matters in a certain way or at a certain location. For example, the individual can ask that the company only contact individuals by mail or at work. To request confidential communications, individuals must make their request, in writing, to the Department in which their care was provided. The individual's request must specify how or where the individual wishes to be contacted. The company will accommodate reasonable requests.

Right to Choose Someone to Act for the Individual: If the individual gives someone medical power of attorney or if someone is the individual's legal guardian, that person can exercise the individual's rights and make choices about the individual's PHI. The company will use our best efforts to verify that the person has authority to act for the individual before the company takes any action.

Right to a Paper Copy of This Notice of Privacy Practices: Individuals have the right to a paper copy of this Notice of Privacy Practices. Individuals may ask the company to give the individual a copy of this Notice of Privacy Practices at any time. Even if the individual has agreed to receive this Notice of Privacy Practices electronically, individuals are still entitled to a paper copy of this Notice of Privacy Practices. Individuals may obtain a copy of this Notice of Privacy Practices on our web site at, www.behavioralachievements.com. To obtain a paper copy of this Notice of Privacy Practices, contact the Department in which the individual's care was provided.

Changes To This Notice of Privacy Practices:

Behavioral Achievements reserves the right to change this Notice of Privacy Practices and make the new Notice of Privacy Practices apply to PHI the company already has as well as any information the company receives in the future. The company will post a copy of the company's current Notice of Privacy Practice at our office. The Notice of Privacy Practices will contain the effective date on the first page, in the top right-hand corner. Individuals will be sent information regarding the changes via e-mail or via mail on how they can obtain a new copy. Individuals will be asked to sign off on the new Notice of Privacy Practices at the individual's next scheduled appointment.

Complaints:

If an individual believes their privacy rights have been violated, the individual may file a complaint with the company Program Director. The Program Director for Behavioral Achievements is Daniece Kern

(info@ba-lv.com). All complaints must be made in writing. Individuals may also contact the Secretary of the Department of Health and Human Services or Director, Office of Civil Rights of the U.S. Department of Health, and Human Services. Please contact the company Program Director if an individual needs assistance locating current contact information. Individuals will not be penalized or retaliated against for filing a complaint.

ACKNOWLEDGEMENT OF RECEIPT OF CAREGIVER POLICIES AND HANDBOOK



I _____ (Parent / Guardian Name) have received, read, and acknowledge the *Behavioral Achievements Caregiver Policies and Handbook*.

I also understand that Behavioral Achievement's policies and procedures are developed to reflect the needs of the agencies, programs, children, and families we assist. Behavioral Achievements may also make changes and/or modifications to their policies as required by our licensing agencies. We will inform parents of changes that take place when the changes occur and communicate in a timely fashion via either email, text, paper, or in person.

By signing this form, I understand that I must abide by the policies and procedures in the *Behavioral Achievements Caregiver Policies and Handbook*. A copy of this form may be used in place of the original in the event the policies related to this form have been updated. These changes may occur at any time and may be obtained by requesting updated copies with the front desk, or online at <https://ba-lv.com/caregiver-resources/>.

Parent/Guardian Name (Print)

Parent/Guardian Signature

Date