

Office Policies

We are committed to meeting your healthcare needs. Our goal is to keep your therapy and insurance arrangements as simple as possible. The following policies and procedures are the standards by which Graham Behavior Services (GBS) is structured and operated. As a family of GBS it is your responsibility to understand what is expected of you and your provider(s). Please note that there may be exceptions made on a case-by-case basis in regards to these policies and procedures. If you find that you are unable to abide by the standards within this document, please speak with the Executive Director.

Parents/Caregivers are expected to:

1. Have your child ready for his/her session at the beginning of the scheduled teaching time. This means that: a) your child is awake, b) your child is clean (hands and face are washed, child is diapered, wearing clean clothing, teeth are brushed, etc.), c) and, meals are completed.
2. Provide a teaching environment that is clean, orderly and safe.
3. Cancel therapy sessions if your child is ill. Specifically if your child has had a fever, vomiting, or diarrhea in the past 24 hours you must cancel session.
4. Ensure that other children in the home are kept away from the therapy session unless the program involves teaching the child how to interact with peers/siblings.
5. Ensure that pets are kept away from the therapy session unless the program involves teaching the child how to interact with or take care of pets.
6. Ensure that reinforcers are freely available to all therapists for use during instruction time.
7. Ensure that reinforcers are restricted for use ONLY during therapy time or parent programming
8. Discuss any small concerns (e.g., unusual events that you think may impact therapy) with the BCBA or therapists prior to the start of session.
9. At least one parent or caregiver must be present during all sessions conducted at home unless specific arrangements are made.
10. Provide an emergency number where you can always be reached during therapy sessions.
11. Relay all treatment team concerns ONLY to the directors and/or supervising BCBA and discourage staff from talking about personal concerns with you.
12. Pay all fees for service in a timely manner in accordance with GBS's billing policy.
13. Home and community based sessions will occur unless the local school district is cancelled due to holiday or inclement weather.
14. GBS requires that providers notify families of scheduling conflicts as soon as possible. If a provider cannot attend a session, the provider must attempt to find coverage by another therapist and notify the parent(s) and the BCBA. If another therapist cannot cover a session, the provider may reschedule the session for another date that works for both the provider and family.
15. Therapist may switch sessions with other providers but must inform the family and the BCBA.
16. GBS staff will spend 10-15 minutes at the beginning of their session gathering necessary materials and data sheets. In addition, the last 10-15 minutes will be spent graphing, putting away materials, and straightening up the therapy room.
17. GBS will provide services in the home and community setting. During community outings that require transportation, parent or caregivers will drive the child. GBS staff will under no circumstances drive your child. GBS staff will take their own car and meet the family at the location of the community outing.
18. GBS pays each therapist/provider for scheduled sessions. If you need to cancel a session, we ask that you inform our staff as soon as you know and with at least 24 hours notice. In instances where that is not possible, we ask that you provide no less than 1 hour notice to our staff. In addition, if you are not home when we arrive, therapists will wait for 10 minutes and then call you. If no response is returned within 5-10 minutes, the provider may leave. GBS depends on insurance reimbursement for the cost of therapists/providers. In both of these cases, you will be billed privately \$75 for this session, since insurance will not pay for "missed appointments." If this occurs 3 times within a 3 month period, the

director will meet with you to determine if 1) GBS services are meeting your needs, 2) if intensive services are no longer needed, or 3) if there are other variables (such as therapist fit), that are contributing to the missed sessions. If the director and you determine that services are no longer required, the director will work with you to transition you and your child to other services providers, or to naturally occurring supports. If GBS services are still required, then a remediation plan to address issues related to cancellations. If cancellations continue, then services may be terminated.

19. In the event that an employee is injured working with your child, if serious the provider should seek medical attention. All employees will communicate with the family and office staff regarding the incident. An Antecedent/Behavior/Consequence data sheet should be completed in order to analyze the incident as well as a Critical Incident Tracking Form.
20. In order to effectively provide ABA therapy to your child a variety of materials are needed. This often includes a work area with a table and chairs, reinforcers, work materials, storage bins, etc. GBS will provide materials related to direct work with your child (i.e. office supplies, educational materials, curriculums, etc.). It is the responsibility of the family to purchase other materials that will stay in your home such as furniture, reinforcers, or materials that will be used outside of session. The supervising BCBA will discuss with you any items that need to be purchased. If you have any concerns about this financial obligation please contact the director.
21. In the event that property is damaged to your home, an Antecedent/Behavior/Consequence data sheet should be completed in order to analyze the incident. While GBS staff are covered by Workman's Compensation Insurance and GBS maintains professional liability insurance, property destruction as a result of your child's behavior is the responsibility of the parent. This includes any property belonging to a provider that is destroyed as a result of your child's behavior.
22. GBS staff are eager to meet with you whenever it is possible. You will have frequent contact and conversations with the direct support staff. However, if you have specific topics to discuss, please arrange a meeting with the BCBA. You will have ongoing contact with your BCBA through regular team meetings, parent training sessions, as well as phone and email communication. If at any time you would like to meet with your BCBA more frequently, please let him/her know and this can be arranged.
23. GBS will attempt to bill the insurance company for all covered services. Most insurance companies have a client obligation that GBS will need to collect from each family. GBS will send out monthly statements with your child's balance. All payments must be sent directly to the GBS office. Providers are not able to collect payments. Late payment will result in a fee. Failure to pay your bill on time may lead to a disruption and possible termination of treatment services. If at any time you find yourself unable to make a payment in full, please contact the director to inquire about no-interest payment plans.
24. During the first few weeks of your child's therapy with GBS, you or your child may experience anxiety or emotional behavior (e.g., cry, sad, uncertainty) during separation. This reaction to a new environment and individuals is completely typical and are normal emotions to experience. In our experience, the best way for your child to adjust separation and the new daily routine is for you to remain cheerful and matter-of-fact, but also loving and affectionate. A smile, kiss, hug, and a friendly, "Good-bye" is recommended prior to your departure. If you need to discuss an issue with GBS staff, please do so at a time other than your scheduled therapy time. Even though your child may appear sad at separation and possibly for a short time thereafter, your child will soon contact toys and activities that will likely make him or her happy for the entire day. If you are concerned about your child's adjustment to the treatment, you are encouraged to discuss these issues with your child's BCBA to develop a plan for facilitating the transition.
25. Maintain appropriate boundaries in regards to personal interaction and relationships with therapists and BCBA's. Parents are expected to strive to learn and use behavior analytic terminology to discuss behaviors, communicate effectively with BCBA, therapist, or director, dress in reasonable attire, behave in an appropriate manner, be respectful of a provider's personal life, and minimize any conflict of interest. If our providers feel uncomfortable due to inappropriate actions on the part of the family, they have been instructed to leave, after ensuring the client's safety, and document the incident. They will not be reprimanded for failing to provide applied behavior analytic services, if such an incident occurs. If needed, Graham Behavior Services will attempt to mediate the situation and/or provide additional training to both providers and the naturally occurring support network.
26. Do not reach out to staff on any social networking platforms. Staff are not permitted to accept clients, client's parents or other family members as friends on social media or to share information or pictures about or related to our clients. Parents should avoid personal communication, including on social networking sites, with employees who work with their

family in a professional capacity. If you have any issues with Graham Behavior Services, we ask that you reach out to the Director, instead of going to a social networking site to discuss the issue.

27. We employ CMS and American Medical Association (AMA) guidelines on billing for services that are rendered. Services provided for 0-7 minute increments are not billable and 8-15 minute increments are billed as one unit. There for GBS staff are advised to round up to the nearest 15 minute interval on their service log if they have provided at least 8 minutes of service.

We strive to make GBS a warm, friendly, and stimulating company of service providers for your child and family. We are pleased that you have chosen GBS and we look forward to teaching your child relevant skills that will make him or her more independent and successful. Please do not hesitate to contact us to express concern regarding any feature of our program.