



One Vision Children's Autism Center Policies and Procedures

Thank you for choosing One Vision Children's Autism Center! In order to maximize your experience and treatment benefits, please review the following policies and procedures. If you have any questions, please do not hesitate to ask. When you have read and fully understood below, please sign and return to your child's Outcome Coordinator. A copy will be made available to you for your records.

Intake

Families interested in services must first call 641-355-1216, to schedule and complete an intake appointment with one of our Licensed Psychologists. All children referred for services must have a diagnosis of an autism spectrum disorder, unless the type of service provided specifies otherwise (i.e., Empowerment grant funding, Project Impact).

During the intake, you will answer questions regarding your child's history, prior treatment, and the desired treatment your family is seeking. An overview of current services offered will be provided to you. You will also sign several forms including consent for treatment, consent to record, consent for behavioral management procedures, and emergency contact agreements. Once these forms are signed and the intake is complete, your child will be placed on our waitlist for services.

Unfortunately, sometimes we do not have the staffing capacity to meet all treatment demands. If we cannot provide the service your child needs, we will refer you to other possible treatment sites and/or put your child's name on our waitlist. Our waitlist is based on when the referral was made and the intake completed, as well as availability for the type of service desired. Once an opening is available, you will be contacted immediately.

Attendance Policies

It is important that children with autism spectrum disorders are seen on a consistent basis, as they are most likely to succeed with intensive and consistent intervention services. Therefore, we are asking that you make every effort to bring your child to all scheduled appointments (unless they must miss due to illness).

Please make every effort to arrive on time to your child's scheduled appointments. If you arrive early to session, you must wait with your child in the OVCAC waiting area until your scheduled appointment time arrives. Clinicians may have scheduled appointments right before and right after seeing your child, and are not available to begin services prior to designated start times.

If your child is seen in the center, although you do not have to remain onsite during the entirety of your child's session, it is expected that family members are easily accessible by phone during their treatment time in case of emergency. As treatment progresses, you may be asked to stay onsite more frequently and participate in all or part of your child's sessions.

Please arrive early or on time to pick up your child from the center after his/her appointment. Clinicians typically see several children during the day and someone may not be available after your child's appointment time elapses to wait with them until their ride arrives.

If your child is sick (has had a fever, vomiting, or diarrhea that is consistent with illness and abnormal for your child within the past 24 hours, stayed home from school due to illness, has pink-eye, or has a productive cough or

sneeze), please keep them home. If fever, vomiting, or diarrhea is discovered during treatment session, your clinician will end the session or leave your home.

If you must miss a treatment session, please call your child's clinician or the OVCAC (#641-355-1216) as soon as possible and leave a detailed message (with child's name, time and date of appointment, reason that they are missing).

If your child's clinician must cancel an appointment due to illness or family emergency, every effort will be made to either a) reschedule the appointment at a day/time convenient to your family, or b) have another clinician work with your child for that appointment.

Because we have a waiting list, One Vision Children's Autism Center reserves the right to suspend services if: (a) there are more than 3 sessions per 3 month period that the child is absent without notice (no-show); (b) the child misses more than 33% of treatment session per 3 month period, or (c) the child is chronically late to sessions (consistently arriving 20 minutes after session time begins). These policies apply to both center-based and home-based services. Prior to suspension of services, a letter will be sent to families in breach of attendance policy notifying them of the intent to suspend services if additional absences are observed.

If you are struggling to make your current appointment day/time, please *talk with your clinician* about your options. There may be additional day/time slots available that work better with your schedule.

Staffing

The One Vision Children's Autism Center is staffed by trained clinicians supervised by doctoral-level Board Certified Behavior Analysts (BCBAs).

The nature and scheduling of services depends upon hours allotted, clinician availability, and the center schedule. This means that the type and scheduling of services may vary depending on the availability of clinicians over time.

Staffing is determined by a combination of schedule availability and expertise. Requests for preferred staff members will be considered, but due to the above constraints, not all requests can be honored.

Caregiver Involvement

As the primary caregiver in your child's life, your involvement in your child's treatment is essential to their overall progress and the long-term generalization and maintenance of treatment gains. Although some sessions may occur without you present, as treatment progresses you will be expected to take a more active role in your child's sessions. This includes receiving training on specific techniques your child's clinician may be employing (i.e., reinforcement, extinction, functional communication training), collecting data on your child's behavior in home or community settings, and completing short "homework assignments" with your child to work on various skills.

Course of Treatment

The course of your child's treatment and service implementation will vary depending on individual progress and type of service received. As with any treatment or intervention, the goal is for service intensity level to decrease over time as gains are made and goals are met. As your child progresses, your child's clinician may speak with you about reducing weekly service hours. In addition, certain types of services may be time-limited (i.e., 8 weeks in duration) or only offered during a specific time frame (i.e., middle school social group services may be offered Oct-Dec, while high school social groups may be offered Jan-Mar).

When termination of services is necessary due to your child's achievement of their goals and significant progress observed across domains targeted (i.e., academic, self-care), follow-up services in the form of monthly "check-ins" will be discussed and offered to your family to ensure long-term maintenance of gains made during treatment.

Weather

We follow the Clear Lake public school schedule regarding weather-related closures. This means that if the Clear Lake public schools are closed due to inclement weather, the Children's Autism Center will also be closed for that

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day. This includes both center-based and home-based services in all areas. If the OVCAC is closed due to inclement weather, your child's clinician will notify you as soon as possible that service will not take place that day. This information will also be posted on the OVCAC Facebook page, the local radio, and KIMT. If the center is closed due to inclement weather, any missed sessions will not count against your attendance.

General

Center hours are by appointment only. OVCAC reserves the right to suspend services at any time due to noncompliance with treatment procedures or breach of attendance policy (above). Although such situations will vary considerably, examples of noncompliance may include failure to participate in child's treatment when asked, consistently failing to follow up on referrals made or clinician's recommendations, exposing clinicians to unsafe home or community environments, etc. In such instances, a meeting will occur between you and your child's clinician, along with the supervising psychologist for your child's case. If it is decided that OVCAC can no longer serve your family, referrals to other service agencies and area providers will be made. If services are suspended or terminated you may appeal to One Vision's Chief Executive Officer.

If you are ever unhappy with the services you are receiving, you may file a written complaint with your child's clinician, their direct supervisor, or follow the grievance procedures outlined by One Vision.

We consider our services a joint effort between you, your child, your family and OVCAC. If at any time you have any questions or concerns about your child's treatment, please do not hesitate to contact either your child's clinician, Dr. Lauryn Toby, or Dr. Jesse Logue.

By signing below you agree to the above policies and procedures:

_____ Parent/Guardian	_____ Date	_____ Parent/Guardian	_____ Date
_____ CAC representative		_____ Date	