

**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, do not hesitate to ask. When you have read and fully understood below, please sign and return to your child’s Clinical Specialist. A copy will be made available to you for your records.

*Intake*

All children referred for services must have a diagnosis of Autism Spectrum Disorder. Families interested in services must first call 641-355-1201 to obtain an intake packet. Return of this completed packet, along with a copy of your child’s diagnostic evaluation and your current insurance information, secures your child’s place the waiting list. When a time slot becomes available, our Clinic Manager will contact you to discuss your availability and schedule an in-person intake interview.

During the intake interview, you will answer questions regarding your child’s history, prior treatment, and the desired treatment your family is seeking. An overview of services offered will be provided to you. You will also sign consent forms and releases of information for any person or agency with whom you’d like us to be able to exchange information. Once these forms are signed and the intake is complete, our Clinic Manager will contact your insurance company to verify coverage.

Once funding and a regular time slot are established, a start date for your child will be set.

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 waiting list. Our waiting list is based on when the initial intake packet was received, 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 ask that you make every effort to bring your child to all scheduled appointments (unless they must miss due to illness – see below).

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 waiting area until your scheduled appointment time arrives. Clinicians have appointments before and after seeing your child. They are not available to begin services prior to the designated start time, and they are not available to watch your child after their service time ends.

Although you do not have to remain on-site 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 will be asked to stay on-site more frequently and participate in part or all of your child’s sessions.***

Regarding cancellation due to illness: In the past 24 hours, if your child has

* had a fever
* vomited
* had diarrhea that is consistent with illness and abnormal for your child
* pink-eye
* a productive cough or sneeze
* stayed home from school, preschool, or daycare

then please keep them home. If fever, vomiting, or diarrhea is discovered during treatment session, your clinician will end the session. A doctor’s note for your child will excuse an absence due to illness, and that absence will not be counted against your attendance.

If you must miss a treatment session or will be more than 10 minutes late to your appointment, please call the OVCAC (641-355-1201) as soon as possible with a detailed message (with child’s name, time and date of appointment, reason that they are missing or late).

If your child’s clinician must cancel an appointment due to illness or family emergency, every effort will be made to 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:**

* there are more than 3 sessions per 3-month period that the child is absent without notice (no-show).
  + If notification of a missed session occurs more than 15 minutes after session start time, this will be considered an unexcused absence (no show).
* the child misses more than 30% of treatment time per 3-month period.
* the child is chronically late to sessions (consistently arrives 15 or more minutes after session time begins).

These policies apply to both center-based and home-based services. Attendance reports are shared with families quarterly. Prior to suspension of services, a letter will be sent to families in breach of the attendance policy notifying them of the intent to suspend services if additional absences are observed. Temporary exceptions to the attendance policy will be considered on a case-by-case basis.

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

*Weather*

We follow the Clear Lake public school schedule regarding weather-related closures. This means that if the public schools are closed or late due to inclement weather, the Children’s Autism Center will also be closed or late for that day. *This includes center-based services only*. If the OVCAC is closed due to inclement weather, we 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. If the center is closed due to inclement weather, missed sessions will not count against your attendance.

In-home services will be cancelled on a case-by-case basis. In the case of inclement weather, please check with your child’s clinician to determine if in-home services will take place.

*Staffing*

Services offered in the clinic setting are staffed by Registered Behavior Technicians (RBTs) supervised by Board Certified Behavior Analysts (BCBAs). These are credentials awarded by the Behavior Analyst Certification Board only upon completion of specified coursework, training in the field, and examination. Additionally, in-clinic staff are trained in first aid, CPR, and behavior management techniques.

Supported community living (SCL) services are staffed by Personal Support Professionals trained in first aid, CPR, and behavior management techniques. These staff also receive SCL-specific training from the SCL Supervisor.

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. Additionally, most insurance companies require caregiver involvement as a condition of funding. 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 (e.g., 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, Transition, and Graduation*

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. The Verbal Behavior Milestones Assessment and Placement Program (VB-MAPP), and other assessments as necessary, will be conducted regularly to monitor your child’s progress.

As goals are met and your child’s need for 1:1 service decreases, transition to other services will be discussed. Your child may be ready for another type of service (transition), or your child may be ready to graduate completely from OVCAC supports (graduation).

Transition: Some children will reach the limits of what ABA therapy can offer in a clinic setting, but will still need home or community support. These children may be good candidates for Supported Community Living (SCL) services, or other services as determined to be appropriate.

Additionally, some children may have more intensive behavior management needs. Our facility and our staff are not equipped to handle serious challenging behavior, including but not limited to highly aggressive, destructive, or other unsafe behavior. However, we can recommend and connect you with other service providers who are more suited to serve children with these needs.

Graduation: Some children may be ready to terminate services completely. These children have mastered all of their program goals and/or skill-tested out of the VB-MAPP or other appropriate assessments. Their parents or caregivers have also completed relevant training and assisted with generalization and maintenance of treatment gains to at least one other setting.

The OVCAC has created a Track to Transition plan and Graduation Packet with information on resources available through other OVCAC services, through One Vision at large, and through other providers in the area. Our goal is to prepare families for transition or graduation well in advance of these events.

*General*

Center hours are by appointment only. The 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 your child’s treatment when asked, consistently failing to follow up on referrals made or clinician’s recommendations, exposing clinicians to unsafe environments, etc. In such instances, a meeting will occur between you and your child’s clinician, along with the supervisor for your child’s case. If it is decided that the OVCAC can no longer serve your family, referrals to other agencies and providers will be made. If services are suspended or terminated, you may appeal to the One Vision 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 the 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 or supervising BCBA.

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

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| **Parent/Guardian** | **Date** | **Parent/Guardian** | **Date** |

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| **CAC representative** | **Date** |  |