

# PARENT HANDBOOK



## ABOUT THIS HANDBOOK/DISCLAIMER

This Handbook is a parent's guide to understanding the operations and policies in place at Milestones Behavioral Pediatrics, INC. This Handbook does not constitute a contract for services of enrollment, either expressed or implied, or conditions of enrollment between Milestones Behavioral Pediatrics, INC and its clients.

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*Clients and/or client parents/legal guardians are required to read, understand and comply with provisions of this handbook.*

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Circumstance will require that the policies and practices described in the Handbook change from time to time. Accordingly, Milestones Behavioral Pediatrics reserves the right to interpret guidelines as may appropriate under the particular facts and circumstances and to revise, modify, rescind, delete or add provisions of the Handbook from time to time in its sole discretion.

Enrollment at Milestones Behavioral Pediatrics, INC is at-will. This means that a client's enrollment can be terminated at any time by the client or Milestones Behavioral Pediatrics, INC with or without notice, and without cause. Nothing in any document or statement now in existence or hereafter created shall limit the right to terminate the enrollment at-will except pursuant to a written enrollment agreement signed by the Owner of Milestones Behavioral Pediatrics, INC and the client and/or client family. No other officer, agent, or employee of Milestones Behavioral Pediatrics has the authority to revise, waive, or alter this at-will enrollment policy, which cannot be altered other than pursuant to a written agreement signed by the Owner and client family.

This Handbook, and the policies and procedures contained in it, supersede any and all prior past practice, written representations or statements regarding the terms and conditions of your enrollment, except as may be stated in a fully signed and written enrollment contact. Any and all previous handbooks are specifically revoked.

Please contact the Clinical Director if you have any questions on any matter(s) covered in this Handbook.

## OUR MISSION

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*To make a positive impact on families and the community through the practices and dissemination of applied behavior analysis.*

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Milestones Behavioral Pediatrics INC provides primarily center-based applied behavior analysis treatment for children with Autism and other developmental delays. Generalization sessions are conducted at least monthly, and if needed more often, to transfer and maintain skills learned in the center environment to the home and community environments. Parent training is also conducted to better inform parents of the functions of behavior, how to gain better compliance at home and what factors may be controlling behavior. Training on behavior reduction strategies is also provided to parents.

## OUR STAFF

### Owner, Clinical Director

The Clinical Director, Kirsten Masrelian, MS, BCBA, is the owner of Milestones Behavioral Pediatrics, INC. The Clinical Director is responsible for directing the clinical services, providing quality oversight and management of the BCBA's and BCaBA's employed at Milestones Behavioral Pediatrics, INC., as well as carrying out the duties of the Board-Certified Behavior Analyst.

## BCaBA's/Behavioral Treatment Therapists

Milestones Behavioral Pediatrics, INC utilizes Board Certified assistant Behavior Analysts to design and manage programming for your child. This person has completed a minimum of a bachelor's degree with coursework in Applied Behavior Analysis and has passed an international certification exam. One of their main job responsibilities is to create and closely monitor programming and move it forward as your child demonstrates mastery.

Currently, the state of Wisconsin requires a person to have a bachelor's degree with 2,000 hours of experience in ABA treatment. At Milestones Behavioral Pediatrics, INC we strive to hire Behavioral Treatment Technicians who exceed these expectations to provide your child with quality skill acquisition programming and maladaptive behavior reduction.

Your child will have one assigned BCaBA/Behavioral Treatment Therapists and is a parent's main contact at Milestones Behavioral Pediatrics, INC. You will speak with them about treatment concerns, child-specific issues, scheduling, your child's personal items, conducting generalization session in-home, parent training etc. You can contact them via email or by calling the center (920) 351-3027 and asking to speak with your BCaBA. If they are unavailable, they will return your call within one business day.

## Behavioral Treatment Technician (Tech or Technician)

Behavioral Treatment Technician, or simply "technicians" or "techs", must be at least 18-years old and have a high school diploma or equivalent. Milestones Behavioral Pediatrics requires 40 hours of behavior analytic training, where technicians are first trained in the principles of behavior, then are slowly introduced to direct implementation of ABA treatment with children first by observing an experienced technician or BCBA and gradually applying more and more of the process under direct supervision.

## Generalization Sessions

Generalization sessions are conducted by the BCBA or BCaBA in-home with your family. These sessions can focus on parent training, specific skills acquisition, behavior reduction or generalization of overall skills sets. These sessions occur a minimum of one time per month, or more frequently per parent request. These sessions are crucial to ensuring generalization of skills learned in the center environment.

## PARENT COMMUNICATION AND INVOLVEMENT

Milestones Behavioral Pediatrics, INC makes all attempts to minimize frustrations due to gaps in communication. By assigning you one BCaBA/BTT, the chance for miscommunication should be greatly diminished. However, miscommunication may still occur due to your child's overall treatment team of technicians. Please keep in mind that a message delivered to your child's first technician may not be communicated to the proper person as a technician's day can be hectic and distracting. Please relay all important information to your BCaBA/BTT directly through either verbal or electronic communication.

Also, please note the importance of labeling **every** individual item your child may bring into the center (utensils, lunchbox, back pack, both socks, etc) with the first two initials of their first name and last name (example: John Smith becomes JoSm).

## First Month of Treatment

During the first month of treatment, your child will be building a relationship with the staff while learning various routines and expectations of their day.

During this time, parents/caregivers will meet with their BCaBA/BTT to discuss the initial Treatment Plan and consent to services. Additionally, parents will attend a structured and individualized parent training series to promote generalization between environments. Training varies from family to family, but may include the

following: functions of behavior, giving good directions, toilet training, behavior reduction strategies, basic principles of ABA, etc.

### Daily Expectations

At drop-off, it is important to note any unusual behaviors your child may be engaging in prior to your arrival at the center.

At pick-up, your child's technician will deliver both an oral and written report of your child's day. If you have any concerns or questions during this time, please feel free to ask. However, please keep in mind your technician may need to refer you directly to your BCaBA/BTT for questions regarding problem behavior, scheduling, and/or programming. The daily reports will show a written report who each technician who worked with your child and what they completed, their food and drink consumption, any instances of problem behavior that may have occurred, etc.

### Monthly Expectations

Each month you will have a scheduled meeting with your BCaBA/BTT to discuss updates, changes, and progress, and have a chance to observe your child during treatment. These meetings will also be used as a continued form of parent training and provide a platform for you to ask any questions or concerns you may have.

Additionally, you are highly encouraged to set up your monthly generalization meeting with your BCaB/BTT to work on generalization of skills to different environments.

### Quarterly Expectations

At the end of each Quarter (March, June, September and December) your BCaBA/BTT will comply a report on your child's progress. This report will show the programs mastered during this time as well as programs currently in progress, include an updated assessment, and show any graphs of barrier behavior. This report will be reviewed during your scheduled monthly meeting for that month. These reports will be given on these months regardless of starting month.

### Yearly Expectations

At the beginning of each year (January), Milestones Behavioral Pediatrics will need to update any expiring paperwork. Milestones will initiate this conversation with you, as well as check to make sure your insurance information is up to date.

### Waiting Room Postings

Milestones Behavioral Pediatrics, INC provides a whiteboard in the waiting area that contains all relevant postings, updates, and forms parents may need. Things that may be posted/available on this include, but are not limited to: any infectious disease or contagious virus that your child may have been exposed to at the center (flu, strep, pink eye, etc), any upcoming events or closing, parent request off/schedule change forms, etc.

## PICK-UP AND DROP-OFF POLICY

- Arrive at drop-off/pick-up of your child no later than your child's scheduled start/end time.
- If you will be more than 5 minutes late, please call the center to let your child's team know. If you are more than 15 minutes late without a phone call, your Treatment Team will be calling you.
- **Milestones Behavioral Pediatrics, INC allows a 15-minute grace period. You are REQUIRED TO CALL within the 15-minute grace period if there is an extenuating circumstance causing you to be late.**

If you are later than 10 minutes to your child's session without calling, the late fee charges are as follows:

- 15-25 minutes late with no extenuating circumstance call WITHIN the first 15-minute grace period = \$10
- 26-35 minutes late with no extenuating circumstance call WITHIN the first 15-minute grace period = \$20
- 36-45 minutes late with no extenuating circumstance call WITHIN the first 15-minute grace period = \$30
- Etc.

## ATTENDANCE, SCHEDULE CHANGES, NO SCHOOL AND ILLNESS

### Attendance

Consistency of treatment hours is one of the advantages of center-based treatment. Once your child's hours are set, it is Milestones' responsibility to ensure staff are available to provide coverage for those hours and there is no need to worry about loss of hours due to staff call-ins or staff illness. A consistent schedule is also important for your child's progress. Please keep this in mind and try to abide by your child's monthly treatment schedule.

Your schedule will be set by your BCaBA or BCBA and will be consistent week-to-week. For example, your child might be prescribed to receive 30 hours of treatment and you and the BCaBA/BCBA have set on a treatment schedule of Monday-Friday, 9AM-3PM, you can expect that the Behavior Analyst will schedule your child every week those same hours, outside center closing days due to holidays or inclement weather.

### Scheduling

Milestones schedules technicians in 90 minute blocks that start at 7:30am. Technicians will switch clients at the following times: 9:00am, 10:30am, 12:00pm, 1:30pm, 3:00pm, with the final switch occurring at 4:30pm. These technicians are considered your child's team. Your child's team will be most consistent if he/she begins treatment during the listed switch times, but we also appreciate start times that begin on odd or even numbered hours. Milestones begins session times are on the hour or half-hour **ONLY** to follow billing rules. 15-minute increment start or stop times are not allowed.

Although hours of operation and day-to-day functioning seem to be like a day care environment or school, Milestones does not operate as a "Drop in" service. Please consider your child's schedule as a **MEDICAL APPOINTMENT**. Staff are scheduled 1-on-1 with your child and only during the treatment window. If you arrive late, your child's technician is kept waiting for your arrival. If your child is sick, technicians are sent home that day. If you want to make a schedule change with less than a 2-week notice, technicians need to be called, asked if they can work more than their scheduled hours and the entire schedule for the center needs to be updated to accommodate the change.

If you are going on vacation, have existing doctor appointments or other foreseeable conflicts with your child's treatment schedule, you are required to fill out the "Client Schedule Change Request" form **at least 2 weeks in advance of the change**. Emails, phone calls or word-of-mouth communications will not be accepted as a form of notification.

A consistent schedule is important for your child's progress and treatment efficacy. It is Milestones' policy that your child **MUST** attend treatment at least 3 days per week for consistent sessions. Sessions must be at least 2 hours long, may not exceed 9 hours in a single session and only 1 session is allowed per day.

### No School Days or Early Release Days

Milestones understands that many school districts have foreseeable and scheduled breaks, days off or early release days. Because of staff availability, constant coverage for your child's treatment hours and a 1:1 staff to client ratio, Milestones is **NOT** permitted to provide extra hours on these days, even if it is realized in advance. Milestones cannot guarantee extra staff on-hand for such occasional circumstances.

\*\*During Christmas break, Milestones will make attempts to modify the therapy schedule on a first come, first serve basis. Please submit the Client Change of Schedule forms as soon as possible.

Milestones **WILL** allow large changes to treatment hours over the summer break only IF the extra hours are covered by insurance.

### Incident Weather

Milestones Behavioral Pediatrics, INC puts safety as a top priority. With this being said, Milestones Behavioral Pediatrics INC. will close due to incident weather such as snow storms. Milestones Behavioral Pediatrics, INC will follow the decisions of the West De Pere School district for closings. **Closings will only be for snow related reasons. Milestones Behavioral Pediatrics, INC will remain open during "cold days"**. If school districts decide on an early release due to incident weather, the supervisors on duty will call to cancel all sessions set to start after the closing times. Parents/guardians who's children are at the center will be called to arrange for pickup.

All closings will be posted through WBAY, as well as an announcement on our social media platforms.

### Illness

If your child is unable to make it to his/her scheduled session, please call the center no later than 1 hour prior to his/her scheduled start time.

Milestones schedules technicians for your child only when your child has scheduled treatment hours. If your child will not be in attendance for a scheduled session for any reason, that technician is often allowed to go home and will not be available later in the day to provide treatment should you decide you want your child to come to therapy after all (i.e. if your child becomes well or you initially had no ride, but then find a way to drop him/her off). Milestones is not allowed to accept a client later in the day if they have already called in sick that day.

If your child is ill, please do not bring them to their scheduled session or allow Milestones staff into your home for any generalization sessions. If your child is sent home from school for illness, please do not have them attend their evening therapy session. Please respect the staff's judgment when they determine that a child should not attend Milestones because of sickness. These limits are designed to help sick children recover and to avoid the spread of disease. Listlessness, diarrhea, fever, or crankiness may all be symptoms of illness, and it is our policy to isolate children showing such symptoms. Parents need to pick up their child promptly, within one half (1/2) hour if he/she is ill as Milestones is not licensed to provide care for mildly ill children. If parents do not pick up their child within 30 minutes, the emergency contact will then be contacted for them to come and pick up the ill child.

If the child becomes sick while at the Milestones, the child must be isolated from other children in therapy (in our sick child room) and the parent called immediately. Milestones must exclude a child:

- Who has a reportable illness or condition that is contagious, (Parents must inform us within 24 hours if their child has a contagious disease.)
- With chicken pox until the child is no longer infectious or until the lesions are crusted over;
- Who has vomited since arriving that day;
- Who has had any abnormally loose stools since arriving that day;

- Who has contagious conjunctivitis or pus draining from the eye (pink eye);
- Who has a bacterial infection and has not completed 24 hours of antibiotics
- Who has unexplained lethargy and is unable to participate in all the regular activities of the day;
- Who has a 100-degree Fahrenheit temperature or above before fever reducing medication is given;
- Whose temperature has not been below 100 degrees for 24 hours
- Who has an undiagnosed rash or a rash attributable to a contagious illness or condition

Although limited, if parents/clients would like make-up sessions to occur, parents should advise Milestones of this and scheduling arrangements will be made if possible. If make-up sessions are unavailable, please note that if anything becomes available in the future, arrangements can still be made if parents show continued interest.

## CLIENT-PROVIDER RELATIONSHIP

To maintain a professional relationship between our staff and clients, it is Milestones Behavioral Pediatrics, INC policy that staff are not permitted to engage in ongoing relationships, giving gifts or participation in personal events such as parties, graduations, social gathers, etc. Conversations between staff members and family members are necessary but should be limited in both duration and content. Milestones Behavioral Pediatrics, INC does not allow staff to provide any other services, such as respite care in the home, child care, etc outside the scope of general treatment. Milestones Behavioral Pediatrics, INC does not permit staff to provide car for any other family member other than the client they have been authorized to provide treatment for. To ensure a safe and harassment free therapy environment, Milestones Behavioral Pediatrics, INC prohibits any offensive, physical, written or spoken conduct of a sexual or derogatory nature based on any other characteristics protected by law. **Milestones Behavioral Pediatrics, INC strictly prohibits any form of a social media relationship between it's staff and clients.**

## GRIEVANCES, FEES/REFUNDS AND TERMINATION OF SERVICES

### Grievances

In the event of a grievance, conflict or complaint against Milestones, parents are encouraged to make an appointment with the Owner or Clinical Director to professionally discuss and reconcile any dispute.

### Fees/Refunds

Fees are to be paid by due date indicated on the invoice received from Milestones Inc. (10 business days). Payment can be made via personal check, debit/credit card, HSA or cash. If there will be a third-party payment, as from an employer or the county, a special payment schedule will be arranged and detailed in the contract.

- Parents will not be billed for days when children do not attend for illness or other reasons when the source of funding is from another source other than the parents, such as for the ABA Therapy Program where insurance is involved.
- The owner or Clinical Director will establish a regular rate based on each child's status of enrollment.
- There will be no reductions for additional children from one family.
- Children who are picked up late with no phone call within the first 10 minutes, will acquire a \$10.00 charge for any time after the scheduled pick up time after 10 minutes. If 11-20 minutes after scheduled pick up time an initial \$10.00 late fee will be acquired; 21-30 minutes late, a \$20 fee and so on. Time will be kept from the Universal Time.

- NSF Checks will result in a \$25.00 fee.
- Late Payments postmarked after due date printed on the invoice will result in an additional charge of \$25.00.
  - If no payment is received within 3 days of due date, a second invoice will be sent with the fee added, new total and new due date (10 business days).
  - If no payment is received within 3 days of due date for second invoice, a third invoice will be sent with the fee added, new total and new due date (10 business days).
  - If no payment is received within 3 days of due date for third invoice, a FINAL invoice will be sent with the fee added, new total and new due date (10 business days).
  - If no payment is received within 3 days of due date for FINAL invoice, services will be IMMEDIATELY put on hold until the account is paid in full
- All cash or check payments can be mailed to Milestones' regular treatment address or given to the owner/Clinical Director. All payments made by HSA or debit/credit card need to be made with the Director or Scheduler via iPad Square.

In the event that a fee was paid upfront and the scheduled service/event was cancelled or a child was ill for the service/event, a refund can be expected within 2 weeks after the date of the scheduled service.

\*Current fees for services need to be discussed with the owner or Clinical Director.

### Termination of Services

A client may be discharged from the center or services put on hold for reasons such as, but not limited to:

- If he/she has successfully completed the program designed to address the deficits relating to Autism Spectrum Disorder when agreed upon between parents and Milestones supervisors.
- If insurance companies will no longer provide funding due to reaching treatment goals and a typically developing skill set.
- Failure to pay fees by due date indicated on individual bill (Grounds for immediate termination without advanced notice).
- Lack of parental cooperation.
- Inability of Milestones to meet the physical, mental health or behavioral needs of the client. Staff will consult with the parent solutions to problem(s) before ending services. The parent will be referred to other community resources.
- Repeated failure to pick up the child at the scheduled time AND not paying late pick-up fees.
- Failure to complete and return required forms/documentation.
- Behaviors demonstrated by the child that consistently injure peers or self that are outside of the scope of Milestones' practice.

A client will never be discharged due to discrimination. Milestones is committed to complying with all applicable provisions of the Americans with Disabilities Act.

Parents must give a 2-week written notice of their intent to withdraw the client. A follow-up or exit consultation will likely be scheduled, depending on the circumstances.

Milestones will give a 2-week written notice of our intent to discharge a client, unless:



- The client engages in severe self-injurious behavior or harmful behavior to others (for example but not limited to: drawing blood, spraining, hyper-extending or breaking joints, large tissue damage etc.) that Milestones staff are not trained to manage and would put other clients in likely danger if treatment were continued.
- Parents fail to pay fees owed after final notice due date is given.

If a parent feels an appeal is necessary, they may submit a written appeal and a consultation will be scheduled within 2 business days to review the intended discharge. The center owner or Clinical Director will make the final decision.

If the discharge is a mutual decision by both Milestones and the parents, a termination date will be agreed upon on a per case basis and as discussed.

## INSURANCE COVERAGE

Milestones Behavioral Pediatrics, INC has in-network coverage through multiple insurance providers. We will work with clients/prospective clients to gain in-network coverage through their insurance company if Milestones Behavioral Pediatrics, INC does not already have in-network status with the provider. Although every effort will be made to gain access within those insurance companies, Milestones Behavioral Pediatrics, INC can not guarantee coverage.

## INFORMED CONSENT/CONFIDENTIALITY

Milestones Behavioral Pediatrics, INC keeps a record of all our clients information. This record contains dates of contact with our clients, notes on client progress and other documents related to treatment. This record is confidential and may be released only with written consent of the client/parent/legal guardian. Milestones Behavioral Pediatrics, INC abides by HIPAA regulations regarding confidentiality. To release information to a third part, Milestones Behavioral Pediatrics must have a completed "Release of Information" form completed and signed by the client/parent/legal guardian. Milestones Behavioral Pediatrics shares information within the organization on a need-to-know basis to facilitate case collaboration, peer review, and for supervision and billing purposes.

## HOLIDAYS

Milestones Behavioral Pediatrics, INC recognizes the following Holidays and the center will be closed:

- **New Year's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving and the Friday After**
- **Christmas Ever**
- **Christmas Day**

## EMERGENCY PROCEDURES

### Fire

Milestones Behavioral Pediatrics, INC staffs children on a one-on-one basis, and staff are aware of the child they are responsible for. Staff who are assigned to children with physical or more intrusive cognitive disabilities will receive priority assistance from supervisors or and/or additional staff members.

In case of an emergency that would require an evacuation, children will be evacuated by all available staff through the nearest exit. The current schedule and list of phone numbers for parents and emergency contacts

will be taken out by the supervisor on the floor to assure that all children and staff are accounted for and so that all families can be notified. Children will be gathered at a safe, designated location. If we are unable to return to the building and waiting outside is deemed unsafe, transportation will be organized and all children will be taken to a warm and safe location until parents or caregivers arrive.

## Tornado

In the event of a Tornado warning, all children and staff will shelter in place in the center/interior rooms of the building. Blankets, portable radios flashlights and extra batteries are always kept in the tornado shelter areas and are checked monthly. The current schedule and emergency contact information will be brought along by the supervisor on the floor. Staff will engage the children in activities until we are assured by the authorities that the danger has passed.

In the event of a lost child, staff will check all areas of the center. If the child can not be found, the child's parents and/or emergency contact and the police will be notified.

## Other Emergencies

If the center should lose the use of heat, water or electricity before the center opens, parents will be notified a minimum of 1 hour before their scheduled time and will be asked to not bring their child that day.

If the center should lose the use of heat, water or electricity while children are in attendance, the Director or other supervisory staff will call the parents and/or emergency contacts of all the children and ask them to pick them up within the hour.

There will never be less than 2 people on site included at least one supervisor.

In the event of an emergency closing, we will contact the news stations and call parents to pick up their child.

All emergency phone numbers including the owners, Fire Department, Ambulance, Poison Control, WPS (Electric) and Child Protective Services for Brown County are listed and posted at all phones.

If an emergency vehicle is needed and an ambulance is not readily available, supervisors are required to have their vehicle available for use in the case of an emergency as at least one supervisor is always on site. In the event that a call to Child Protective Services is needed, the person who has witnessed or suspected the neglect or abuse will contact the department directly. After the report has been made, the staff member will notify the owner and Clinical Director of the report.

All staff are trained in CPR/First Aide. First aid supplies are stored in the receptionist office.

## Life Threatening Emergencies – General Standards

1. When a life-threatening emergency is detected, a 911 call shall be made immediately by the staff member.
2. If a staff member is not certain if the situation is a life-threatening emergency, then a 911 call shall be made immediately anyway.
3. Examples of life-threatening emergency shall include, but not be limited to:
  - a. Unconsciousness
  - b. Persistent chest pain or discomfort
  - c. Not breathing or having trouble breathing
  - d. No signs of circulation
  - e. Severe bleeding

- f. Seizures that are unusual, prolonged or multiple, last more than 5 minutes, result in injury or occur in someone who is pregnant or diabetic.
4. Staff will begin providing medical attention right away including but not limited to First Aid, CPR/AED, etc.

### Enforcement of Policy

1. The Owner shall determine whether a staff member has violated this policy and failed to act in the best interest of the client.
2. A staff member of Milestones Behavioral Pediatrics, INC who violates this policy shall be held liable and will be penalized to the fullest extent of the State of Wisconsin laws.
3. When the Owner has determined that a staff member has violated this policy the Owner shall notify that staff member of his/her determination by certified mail (return receipt required). A copy of that notification shall be sent to Department of Public Health. The notice of violation shall:
  - a. Identify the section of the statute or rule violated;
  - b. Concisely state the facts which constituted the violation;
  - c. Specify the next steps being pursued by Milestones Behavioral Pediatrics, INC;
  - d. Advise the staff member of how the notice of violation may be appealed.

### Continuation of Care

After an emergency evacuation, should services be discontinued for four or more consecutive scheduled therapy days, all efforts will be made to continue treatment in the client's home, or appropriate short-term referrals will be made to other local agencies. Care at Milestones Behavioral Pediatrics, INC will be restored at the center when safe and appropriate to do so.

### Family Legal Issues

In the event of legal custodial issues, we ask that we have a copy of all legal documents affecting custodial rights including but not limited to:

- Restraining orders issued by the court that relate to the child, the enrolling parent, or to other family members.
- Any change or proof of legal guardianship or custody if it could be applicable to your child's treatment, drop-off or pick-up.

We must know who the child is living with as we will release the child to the parent with physical custody or only persons listed on the enrollment documents as persons to whom we can release the child.

### HOURS OF OPERATION

- September -May (school months), 7:30am – 6:00pm
- June – August (summer months) 7:30am – 5:00pm

**NOTE:** Specific dates for transitions to/from Milestones Behavioral Pediatrics, INC school year hours and summer hours is dependent on typical school start and end dates for that year. Please be flexible as not all our students in attendance have the same first and last days of school and some schedule discrepancies may occur. Milestones Behavioral Pediatrics, INC will attempt to make the transition date accommodate many of our clients.

Generalization sessions may occur outside of business hours or on weekends. The availability of the sessions depends on your individual BCBA/BCaBA hours as well as your availability for an in-home meeting.

## MEDICATION

Milestones Behavioral Pediatrics, INC will administer prescription medication **ONLY** under the following conditions:

- Parents have completed the Medication Authorization form provided by Milestones Behavioral Pediatrics, INC. for each prescription and non-prescription medication
- All medication must be in its original container with the client's name, dosage and administration directions. Medication will be stored in a locked medication box. Medicine requires refrigeration will be kept in a covered, labeled and locked container in the refrigerator.
- We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization.
- Milestones Behavioral Pediatrics, INC will maintain a Medical Log Book documenting the administration of each medication. Parents will have access to entries regarding their child if requested.
- If there is a delayed or missed dosage or if there are other errors in distribution, parents will be notified immediately and may be asked to contact their doctor for recommendations.

Non-prescription ingested medicine:

- Any medicine or supplemental that is to be ingested requires a completed Medication Authorization form.
- Any medicine or supplement that does not have a Medication Authorization form will NOT be administered to your child.
- Please write your child's name on the container.
- Any non-prescription ingested medicine will be documented in the Medical Log Book and contained in the locked medication box.

Non-medicinal products:

- Lotions, oils, sunscreen, insect repellent, lip balm, diaper creams and other non-medicinal products require a completed Medication Authorization form if your child cannot administer these items his/herself.
- Any medicine or supplement that does not have a Medication Authorization form will NOT be administered to your child.
- Please write your child's name on the container
- Any non-medicinal products that are not ingested will NOT be documented in the Medical Log Book.

Any accidents or injuries occurring on-site, marked change in behavior or appearance or any observation of injuries to a child's body received outside of center care will be centered in the center's Incident Report books.

### Client Self-Administration of Medication

Milestones Behavioral Pediatrics, INC shall permit self-administration of medication for asthma, diabetes or other potentially life-threatening illnesses by clients who have the capability for self-administration of medication. Parents/guardians of the client must meet the following conditions:

- A. Provide Milestones Behavioral Pediatrics, INC with written authorization for the client's self-administration of medication;

- B. Provide written certification from the client's physician that the client has asthma or another potentially life-threatening illness and is capable of and has been instructed in the proper method of self-administration of medication;
- C. Sign a statement acknowledging that Milestones Behavioral Pediatrics, INC shall incur no liability as a result of any injury arising from the self-administration of medication by the client and that the parents/guardians shall indemnify and hold harmless Milestones Behavioral Pediatrics, INC and its employees or agents against any claims arising out of the self-administration of medication by the client.

Milestones Behavioral Pediatrics, INC shall:

- A. Inform the client and his/her parents/guardians that permission is effective for the treatment contract year for which it is granted and must be renewed for each subsequent treatment contract year upon fulfillment of requirements listed above;
- B. Inform parents/guardians in writing that Milestones Behavioral Pediatrics, INC and its employees or agents shall incur no liability as a result of any injury arising from the self-administration of medication.
- C. Maintain the right to revoke a client's permission to self-medicate if he/she has failed to comply with all conditions of this policy and/or has violated in any way the tenets of the agreement to self-medicate.

The case supervisor shall confer with the Owner/Clinical Director of Milestones Behavioral Pediatrics, INC and the Human Rights Committee prior to recommending termination of a client's permission to self-medicate and shall also consult with the client, the client's parents/guardians and the client's physician.

Upon written request of the parent/guardian and as provided in the individual health care plan, the client shall be allowed to attend to the management and care of his/her diabetes during treatment sessions, if evaluated and determined to be capable of doing so consistent with the plan.

### Emergency Administration of Epinephrine

Milestones Behavioral Pediatrics, INC shall permit agency staff to administer epinephrine via epi-pen or other pre-filled auto-injector mechanism in emergency situations.

Milestones Behavioral Pediatrics, INC staff must be properly trained in the administration of the epi-pen or other pre-filled auto-injector mechanism using the standardized training protocol. Each staff member shall receive individual training for each client for whom he/she is designated.

Milestones Behavioral Pediatrics, INC shall inform the client's parents/guardians in writing that if the specified procedures are followed, Milestones Behavioral Pediatrics, INC, its employees, and agents shall have no liability as a result of any injury arising from the administration of the epi-pen or other pre-filled auto-injector mechanism to the client.

Parents/guardians shall provide Milestones Behavioral Pediatrics, INC with the following:

- A. Written orders from the physician that the client requires the administration of epinephrine for anaphylaxis and does not have the capability for self-administration of the medication;
- B. Written permission for the administration of epinephrine via epi-pen or other pre-filled auto-injector mechanism by the case supervisor or designee(s);
- C. A signed statement acknowledging their understanding that if the specified procedures are followed, Milestones Behavioral Pediatrics, INC shall have no liability as a result of any injury arising from the administration of the epi-pen or other pre-filled auto-injector mechanism by Milestones Behavioral Pediatrics, INC staff to the client and that Milestones Behavioral Pediatrics, INC, its employees, and agents shall be indemnified and held harmless against any claims arising out of the administration of the epi-pen or other pre-filled auto-injector mechanism to the client.

Permission for the administration of epinephrine via epi-pen or other pre-filled auto-injector mechanism shall be granted annually and must be renewed each treatment contract year upon the fulfillment of the above requirements.

## IMMUNIZATIONS

Milestones Behavioral Pediatrics, INC encourages all families to complete a full routine of vaccinations for their child; to be up-to-date with standard recommended vaccinations (on whichever schedule the parents choose); and to obtain a yearly flu shot. Milestones Behavioral Pediatrics INC. understand this choice is the responsibility of the client's parent. Milestones Behavioral Pediatrics INC. is not responsible or liable for any vaccine-preventable spread of disease. Any communicable disease that has contacted the center should be reported to your BCBA/BTT immediately so he/she can take the proper steps to help prevent its spread.

## TOILETING

If your child uses wipes and/or wears diapers, pull-ups, pads, feminine hygiene products, etc, these items are to be provided by the parent(s) and are to be kept in your child's personal backpack/bag that he/she brings with them each day. Backpacks/bags should be replenished each night or morning before your child returns to treatment with enough to last them for the day.

If your child is physically unable to stand for diaper changes, please pack a personal changing mat that can be used for diaper changes.

Your child's specific toilet training plan will be discussed with you during initial assessments and throughout treatment is applicable.

Please also keep an extra set of clothing (pants, socks, underwear, shirt) in your child's backpack as well in case of accidents or in the event clothing gets soiled/dirty. If clothing needs to be changed, soiled/dirty clothing will be put in a plastic bag and sent home in your child's backpack.

## NAPPING

If you wish for your child to nap during treatment hours, please send a wipe-able sleeping cot/mat for them to rest on. You may choose to also send a blanket/sleeping bag and/or pillow for your child to use during naps. These items can be stored in the nap area of the center along with the sleeping cot/mat. Soft napping items will be sent home approximately every two weeks to be laundered or sooner if they become soiled.

## MEALS AND SNACKS

**ALL** snacks, meals and drinks (other than water) are to be provided by parents. Milestones Behavioral Pediatrics will provide storage space for bulk snacks (please label them with your child's initials and date). Any meals (breakfast, lunch or dinner) need to be packed daily and be fully cooked, either able to be re-heated in a microwave or toaster oven. Any uneaten food items will be sent home with your child. Packed meals are kept in the refrigerator unless otherwise indicated on the lunchbox that day or given special instructions from parents.

Children will not share food items.

Any allergy information will be collected upon enrollment. Please indicate if food restrictions are due to allergies or are simply dietary restrictions. This will help guide Milestones Behavioral Pediatrics, INC's staff reaction if a restricted food item is accidentally consumed by your child.

Microwave-safe plates and bowls as well as spoons, forks, and cups are provided at the center. Dishes will be machine-washed and sanitized (soaked in 1.5 tbsp. bleach per gallon of water) after each use. If you wish to send your own dishes or utensils, please put your child's initials or name on each item. Items from home will not be washed during treatment hours but rinsed and placed back in the lunch bag.

Mealtimes are a time to work on social, independent feeding, self-care and tolerance targets. The more time spent prepping a client's meal (if client does not have a meal prep as a target), the less time the technician has to work on these targets.

Snacks are provided every 3 hours a child is at Milestones Behavioral Pediatrics, INC. Snacks are typically given around 9:00am and 3:00pm for day-time enrolled clients, and upon arrival for after-school clients. Lunch is scheduled at either 11:30am or 12:00pm. If a client is scheduled to eat dinner at the center, this will occur at 5:00pm.

## Admissions, Waitlist and Discharge of Clients

The purpose of this policy is to provide guidelines and procedure regarding the admission and discharge of clients to Milestones Behavioral Pediatrics, INC.

### Admissions

This section details the admissions process for Milestones Behavioral Pediatrics, INC. Additional information and steps may be required to fulfill the requirements of outside funding sources (insurance agencies).

1. Families/Case Managers/Qualified professionals contact the agency regarding admission for services.
2. Families will be provided an agency intake packet to complete.
3. Families are required to also submit supporting documentation including outside reports and evaluations, script for Applied Behavior Analysis therapy from a medical professional, evaluation results indicating diagnosis codes, and copies of insurance card (if applicable and seeking funding through insurance).
4. Milestones Behavioral Pediatrics, INC will contact the families insurance company to verify benefits for Applied Behavior Analysis services.

5. The intake department will review the intake packet and determine if any potential barriers to service have been identified and the necessary steps to mitigate these barriers.
6. The intake department will review the intake paperwork and determine whether or not the client is an appropriate fit for the agency and ABA services.
7. Pending the initial agency approval, the intake supervisor will reach out to the respective insurance company to obtain preauthorization for assessments (if using insurance funding).
8. Once preauthorization is granted from the respective insurance company the intake supervisor will reach out to the family to establish an initial time for assessment and will assign a Board Certified Behavior Analyst to the case.
9. The Board Certified Behavior Analyst assigned to the intake will complete all required assessments and submit the reports and proposals to the Department Director.
10. The Department Director, Board Certified Behavior Analyst, and Clinical Supervisor will review the assessment results and discuss if there are any concerns with the agency providing services. If there are no concerns, the intake department will gain authorization for Applied Behavior Analysis treatment and a treatment team will be assigned to the case.

## Waitlists

If Milestones Behavioral Pediatrics, INC needs to maintain a waitlist for services, it will do so in an ethical way to ensure access to treatment. Therefore, Milestones Behavioral Pediatrics, INC will keep clients apprised of his/her status on the waitlist on a monthly basis. While on the waitlist, Milestones Behavioral Pediatrics, INC will make available to clients' online ABA parent/guardian training options, or complete a referral to an agency who is able to service the client in a more timely manner.

## Discharge Criterion

Discharge criterion will be individually decided for clients. However, in general a client would be discharged from ABA services when he/she has had a reduction of problem behavior to zero or near zero levels, have been taught appropriate replacement behaviors that have been maintained for an extended period of time, and has developed skills necessary to function independently in society. When Milestones Behavioral Pediatrics, INC determines that an individual can no longer be served by this agency, the agency staff shall notify the relevant administrator or designee by telephone and follow-up in writing.

In all cases following the decision for discharge the administrative team will hold a meeting with all related parties directly involved with that specific client. This meeting will be held within 10 days, to confirm the discharge of services and arrange for any remedial supports or other community resources/wraparound services that may be needed to continue to maintain skills and support.

Parties invited for the discharge meeting will include but not be limited to:

- Client (if applicable)
- Parent/Guardian
- Program Director
- Case Manager
- Treatment Team
- All other individuals deemed applicable to the discharge of services



Clients (parents/guardians) have the right to appeal the decision for discharge from services if he/she is not in agreement. If an appeal is filed and the appellant requests that the individual remain in the current ABA program during that appeal, that request shall be forwarded to the Chief Executive Officer of the agency. The final decision of discharge shall be made by the CEO. Notification of this final decision will be provided to all parties involved via certified letter within 48 hours of the decision.

When a new provider agency is identified during either transfer or discharge of a client, communication/collaboration will occur between Milestones Behavioral Pediatrics, INC staff and the new provider as long as appropriate releases are signed. Communication/collaboration will be documented in the client's file.

## Making Referrals to Other Services

One of the primary roles of Milestones Behavioral Pediatrics, INCs Board Certified Behavior Analysts (BCBAs) is to ensure implementation of the clinical treatment plan and care plans by facilitating referrals to services not provided by our agency. Referrals should meet the client needs identified and prioritized by our agency staff and other service providers during the intake and needs assessment process and integrated into the clinical treatment plan and care plan development processes. Services to which clients are referred must be appropriate to the needs of the client, be accessible to the client in terms of culture, physical location, and cost. Following the referral of a client, agency staff must follow up with the client and the service provider to whom the client was referred to ensure that services were accessed. It is the intake coordinator and BCBA's role to assist the client with mediating any barriers to accessing services (e.g. travel, scheduling, etc.) as well as any perceived stigma in seeking assistance from core service providers (e.g., mental health and substance abuse). In many cases Milestones Behavioral Pediatrics, INC staff will need to use motivational interviewing, case conferencing, warm hand-offs, or other client-centered techniques to successfully link a client with necessary services for improved behavioral outcomes.

### Procedures

#### Pre-Referral Stage

Milestone's Behavioral Pediatrics, INC staff must identify the areas of need other than the services our agency provides (e.g., speech, occupational therapy, physical therapy, neurological evaluation, psychiatric evaluation, mental health counseling, etc.). A referral will be determined by Milestones Behavioral Pediatrics, INC staff through information gathered in the agency intake packet, parent/guardian and client interviews, and behavioral assessments. If a referral is warranted then Milestones Behavioral Pediatrics, INC staff will move on to the referral stage.

#### Referral Stage

1. Services the client is referred to must be:

- Accessible in terms of physical location, transportation, culture/language, and cost.
- Appropriate to the client's needs.
- Presented to the client in a manner that lends itself to completion.

2. Provide the client with a description of the service they are being referred to and the reason for the referral. The description should include:

- any eligibility criteria

- any time-sensitive aspects to the service (i.e. application deadlines, appointment schedules, etc.).
- phone number and contact person. (Milestones Behavioral Pediatrics, INC staff and client may call during the session to arrange the appointment)
- arrangement for warm hand-off to ensure referral completion.

3. Make an initial call on behalf of the client to the agency/provider you are referring the client to. This is to ensure that:

- the service is still available
- that the receiving provider has the current capacity to serve the client.

4. Milestones Behavioral Pediatrics, INC staff will complete the agency's referral documentation form.

5. Provide the client with the necessary contact information to follow up on the appointment.

This should include, at a minimum:

- The appointment date and time
- The location of the agency where the appointment is to be held and any information needed on how to get there (i.e. directions, public transportation information, voucher, etc.)
- The receiving provider's name
- The receiving provider's telephone number

### **Post-Referral Stage**

Follow-up with client regarding all referrals and collect documentation from them (e.g., evaluation report results, etc.). If client refuses to share documentation then Milestones Behavioral Pediatrics, INC are to log this for our records. If documentation is provided please put into client records.

*Information provided in the Parent Handbook is subject to change. If significant changes are made, parents will be asked to sign and date a Parent Handbook Acknowledgement Form indicating they have read, understand and agree to the changes.*