**PARENT/CAREGIVER HANDBOOK**

Welcome to Shine ABA Solutions! We are thrilled to have the opportunity to collaborate with your child as a part of our team of Licensed Behavior Therapists specializing in Applied Behavior Analysis (ABA). Our primary objective is to deliver top-notch ABA services aimed at unlocking your child's full potential.

As licensed behavior analysts, we specialize in evidence-based interventions that have a proven track record in assisting individuals facing developmental and behavioral challenges. Our mission revolves around nurturing your child's skill development for success in their daily life endeavors, while also fostering independence and a positive self-concept.

In the following guide, we will detail program guidelines and administrative policies and procedures. We kindly ask you to thoroughly review it and keep it on hand for future reference.

At Shine ABA Solutions agency, our mission is to provide exceptional applied behavior analysis services to support individuals with developmental disabilities and their families. Our ultimate aim is to empower individuals to achieve their full potential and lead fulfilling lives.

As a team of licensed behavior analysts, we are wholeheartedly committed to implementing evidence-based practices and applying behavior analysis principles to craft effective and personalized treatment plans. Our core values underpin our agency and shape our treatment approach.

Compassion: Our fundamental belief is in treating every individual with kindness, respect, and empathy. We acknowledge the uniqueness of each person's needs and experiences, striving to create a secure and supportive environment where everyone feels valued and understood.

Collaboration: We endorse the power of teamwork, involving individuals and their families to achieve the most favorable outcomes. We recognize that every stakeholder has a role to play in the treatment process and welcome input from all parties to create comprehensive and effective treatment plans.

Excellence: Our unwavering commitment is to deliver the highest standard of care, utilizing the latest research and evidence-based practices. We hold ourselves to the utmost standards of professionalism and continually seek improvement in our skills and knowledge.

Ethics: We uphold the ethical guidelines and principles established by the Behavior Analyst Certification Board (BACB). Our practice is grounded in integrity, transparency, and honesty, with the welfare of our clients taking precedence above all else.

Innovation: We embrace innovative approaches and technology to enhance the efficacy of our treatment. We continuously assess and adapt our methods to meet the evolving needs of our clients and remain at the forefront of our field.

At LS Licensed Behavior Analysts ABA agency, our passion lies in enhancing the lives of individuals with developmental disabilities and their families. We are dedicated to providing exceptional care, treating everyone with compassion and respect, and working collaboratively to achieve the best possible outcomes.

**Our Philosophy**

We are a treatment agency dedicated to delivering data-driven, evidence-based, and tailored one-on-one therapy rooted in the principles of Applied Behavior Analysis (ABA). All training and therapeutic sessions are either directly conducted or overseen by a Board-Certified Behavior Analyst (BCBA). Our therapists possess expertise in ABA, Discrete Trial Teaching, Natural Environment Teaching, and Verbal Behavior.

Our focus encompasses all facets of development, drawing from assessments such as VB-MAPP, ABLLS, AFLS, Socially Savvy and other assessments. This includes academic, linguistic, motor, behavioral, adaptive skills, cognitive abilities, executive function, play skills, and social skills. Our staff is exceptionally qualified, with backgrounds spanning early childhood education and special education, and they share a deep commitment to assisting children with Autism while comprehending and effectively applying behavioral principles.

**Ethics**

At Shine ABA Solutions, we are unwavering in our commitment to upholding the most stringent ethical standards and professional behavior. Our therapists are required to adhere to the following policy principles:

Client Respect: We hold the rights and dignity of our clients in the highest regard, offering services that align with their objectives and values. Our therapists diligently maintain professional boundaries and steer clear of any actions that could exploit or harm their clients.

Informed Consent: Prior to delivering any services, we diligently secure informed consent from our clients or their legal guardians. We provide a clear and comprehensible explanation of the nature, purpose, risks, and benefits of our services and obtain written consent from our clients.

Confidentiality: We rigorously uphold the confidentiality of all client information and records in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations pertaining to confidentiality. We obtain written consent from clients before disclosing any information to third parties.

Competence: Our services are offered within the scope of our expertise and qualifications. We actively seek consultation and supervision when necessary and continuously update our knowledge and skills within our field.

Cultural Competence: We deeply value the diversity among our clients and endeavor to provide culturally sensitive and responsive services. We recognize the pivotal role of cultural competence in delivering effective services to our clients.

Professional Conduct: In all interactions with clients, colleagues, and fellow professionals, we maintain the highest level of professionalism. We avoid any behavior that could compromise our professional integrity or erode the trust placed in our profession by the public.

Our therapists are expected to uphold these guidelines at all times, maintaining an unwavering commitment to ethical behavior and professional conduct. Any violation of these principles may result in disciplinary measures, including the possibility of employment termination.

**Patient Services**

Shine ABA Solutions offers ABA therapy to individuals diagnosed with Autism Spectrum Disorder (ASD) who have been recommended for ABA services by a medical professional. ABA is a scientific discipline that applies principles of behavior, such as reinforcement, motivation, extinction, punishment, stimulus control, conditioned reinforcement, and schedules of reinforcement, to develop socially significant behaviors and diminish problematic behaviors. The field of ABA is firmly established, supported by a substantial body of scientific research, and adheres to standards for evidence-based practice.

The effectiveness of ABA treatment for individuals with ASD has garnered endorsements from authoritative sources like the US Surgeon General in 1999 and the New York State Department of Health in 1999. Furthermore, numerous professional associations, including the American Academy of Pediatrics in 2001, have issued statements supporting and validating the efficacy of ABA treatment.

Additionally, the National Autism Standards Report in 2009 and 2015 highlighted that treatments rooted in ABA principles possess the most robust research backing as proven, effective interventions for individuals with ASD.

Shine ABA Solutions fully complies with the Behavior Analyst Certification Board's Professional Ethical Compliance Code and Guidelines for Responsible Conduct (BACB, 2022). Moreover, we adhere to all relevant local, state, and federal laws governing the provision of our services.

**Our Process**

Our services commence with an initial meeting led by a member of our administrative team. During this session, the patient's family has the opportunity to discuss their primary concerns and evaluate whether Shine ABA Solutions aligns with their requirements. Throughout this process, our team assesses eligibility for our services and assists in navigating the insurance procedures. To move forward, you'll be asked to complete an application, furnish evidence of the medical diagnosis of

Autism Spectrum Disorders, provide a prescription for ABA services, and supply proof of insurance coverage.

The next phase involves evaluating your child's skill level, which is essential for shaping an individualized treatment plan. This assessment is conducted by a licensed Board-Certified Behavior Analyst (BCBA) and involves the use of various assessment tools. Typically, these assessments take place in the child's home environment, although we can make arrangements to conduct them in a setting that suits your family's needs.

Some of the assessment tools we utilize include:

Assessment of Basic Language and Learning Skills- Revised (ABLLS-R): This tool assesses and tracks language development in children with language delays, providing information for setting goals and monitoring progress.

Assessment of Functional Living Skills (AFLS): AFLS assesses essential life skills across various domains, helping identify areas for improvement in children's independence.

Essential for Living (EFL): EFL evaluates communication, behavior, and functional skills for children and adults with moderate-to-severe disabilities, focusing on skills vital for daily life and improving quality of life.

Functional Behavior Assessment (FBA): FBA is used to determine the function or purpose of problem behavior, aiding in selecting appropriate intervention strategies.

Verbal Behavior Milestones Assessment and Placement Program (VB-MAPP): VB-MAPP is a criterion-referenced assessment for language development, guiding treatment plans and goals for children.

Following the assessment, the BCBA reviews the collected data to create a treatment plan and, if necessary, a behavior intervention plan (BIP). This comprehensive report outlines assessment findings, specific treatment plans, and recommendations for the number of service hours. Our

treatment packages typically include direct service hours with a qualified behavior therapist, weekly supervision hours by a licensed BCBA, weekly parent training hours by a licensed BCBA, and weekly treatment planning hours by a licensed BCBA. The treatment plan may encompass a range of techniques, such as prompting, reinforcement, error correction, shaping, and more.

Shine ABA Solutions is committed to delivering the highest quality of service, and we offer training and professional development opportunities to our providers to enhance the care provided to your child.

If the need arises, Shine ABA Solutions can connect you with other professionals who may be better suited to address specific treatment requirements that we are unable to meet.

Assessment results are shared with the patient and/or family, and a preliminary meeting is scheduled with the patient and ABA professionals to review service types, treatment goals and objectives, recommended duration, and discharge plans. After discharge, we offer recommendations to support continued progress or address any ongoing concerns.

We understand the confidential nature of this information and will strictly adhere to established confidentiality regulations, policies, and procedures, ensuring the privacy of your data.

**Parent/Caregiver Involvement**

Active involvement of the parent or caregiver is an essential aspect of our service. This involvement encompasses participation in team meetings, data collection, and the implementation of recommended strategies and programs. In situations where there is a lack of participation, Shine ABA Solutions retains the discretion to reassess the suitability of the ongoing service.

Furthermore, it is mandatory for a parent and/or authorized caregiver to be present on the premises throughout the therapy sessions. Our Shine ABA Solutions providers are not authorized to remain unaccompanied in the home or service location with a patient. If, for any reason, the parent or authorized caregiver needs to leave the premises, the session will regrettably have to be terminated. Specifically, programs involving self-help skills, such as showering or toileting, can only proceed in the presence of a parent or guardian. Shine ABA Solutions maintains the right to reevaluate the continuation of services if this policy is not adhered to.

**Parent Training**

Shine ABA Solutions mandates active involvement from parents and caregivers in our parent training program, requiring a minimum of two hours per month. Parent training plays a pivotal role in facilitating the application of newly acquired skills across various settings and environments. Additionally, it's important to note that all insurance providers stipulate the necessity of parent training in conjunction with direct care. Failure to engage in parent training may result in insurance providers reducing services or declining reauthorization for ongoing care.

We strongly encourage all parents to make the most of our parent training sessions, offering hands-on learning opportunities in areas of specific difficulty or concern. We firmly believe that maintaining consistency in interactions and expectations among all caregivers significantly contributes to a child's success in their individualized program. To arrange a parent training session, please get in touch with your BCBA.

**Patient Rights**

**As a parent, you possess the following rights:**

Provide informed written consent for assessments, the initiation of services, and the implementation of treatment plans.

Review your records and request copies of any or all sections of your record. To make such a request, please reach out to your Shine ABA Solutions Case Manager, who will facilitate access to your records for review.

Maintain privacy regarding your family information, with Shine ABA Solutions strictly adhering to the confidentiality guidelines established by the Health Insurance Portability and Accountability Act (HIPAA).

Engage fully in the assessment process and the provision of services.

Contact Shine ABA Solutions to voice any concerns regarding Shine ABA Solutions and/or its employees.

Be informed about and have the opportunity to appeal any potential alterations to assessments and/or services before those changes are implemented.

Participate in all meetings where decisions regarding changes in assessments and/or services will be made.

Be treated with respect and in a professional manner consistently.

Receive services that align with Shine ABA Solutions' Mission Statement and Core Values.

Exercise due process (appeal) procedures in cases where disagreements arise with Shine ABA Solutions.

**As a parent, you have the responsibility to:**

Grant informed written consent for Shine ABA Solutions to conduct assessments and deliver services.

Establish and adhere to a service schedule with our providers. Shine ABA Solutions' providers are adaptable and will collaborate with your family to accommodate scheduling preferences, within reasonable limits.

Actively engage in both the assessment process and the continuous provision of services.

Be physically present at the service location during all Shine ABA Solutions sessions.

Interact with all Shine ABA Solutions employees in a courteous and professional manner.

Furnish a safe, healthy, and secure environment for our employees to administer treatment.

Show respect for the roles, responsibilities, and guidelines stipulated by Shine ABA Solutions for the delivery of services by each employee.

Acknowledge the scope of practice related to ABA services provided through insurance.

Prior to a scheduled session, notify the provider if the child or parent/caregiver is unwell so that the session can be rescheduled.

Immediately inform Shine ABA Solutions if there is a contagious illness in the home. In the event of a contagious or communicable condition, medical clearance from a physician will be required before services can resume. If the child is ill, has a fever, or experiences vomiting, a 24-hour period without fever must pass before treatment can resume. The medical clearance must explicitly state that the patient is cleared to return to regular sessions.

**Illness Policy**

Young children frequently become mildly ill. Infants, toddlers, and preschoolers experience a yearly average of six respiratory infections (colds) and can expect one to two gastrointestinal infections (vomiting and/or diarrhea) each year.

Deciding whether to cancel your child’s home therapy can be difficult. It is important for parents and caregivers to discuss what observations have been made and agree on a plan of action.

Please contact Shine ABA Solutions or your BCBA when your child is ill and describe the illness.

The following is a guideline and recommendation for exclusion from home services:

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| --- | --- |
| **Disease or Symptom**  | **Need to cancel home therapy?** |
| Body Rash with fever  | Yes—seek medical attention. Any rash that spreads quickly, has open, weeping wounds and/or is not healing should be evaluated  |
| Chicken Pox | Yes—until blisters have dried and crusted (usually 6 days) |
| Conjunctivitis (Pink Eye) | Yes—until 24 hours after treatment |
| Coughing(severe, uncontrolled coughing or wheezing, rapid or difficulty in breathing) | Yes—medical attention is necessary. |
| Coxsackie’s Virus (hand, foot and mouth disease) | No - child is no longer contagious once the symptomatic rash appears, unless the child has mouth sores or is drooling |
| Fever | Yes—fever over 101 degrees and when fever is accompanied by behavior changes or symptoms of illness, such as rash, sore throat, vomiting, etc. |
| Mild cold symptoms | A good rule of thumb is cancel a child home services at the beginning of a cold—the most infectious time and when he or she feels the worst. Return to services when he does not have a persistent cough and he or she feels well |
| Vomiting (2 or more episodes of vomiting in the previous 24 hours) | Yes, child will not have home services until 24 hours following the resolution of the vomiting. Observe for other signs of illness and for dehydration |

**Appointments**

Shine ABA Solutions is dedicated to delivering consistent and dependable services as per the agreed-upon schedule with the patient. Initially, within the treatment plan, Shine ABA Solutions will propose a tentative allocation of hours for ABA services, taking into account medical necessity and assessment outcomes. Once your family is assigned a treatment team consisting of a BCBA and paraprofessionals, it is advisable to collaborate on establishing a monthly or weekly schedule with the providers. This schedule is crucial to ensuring your child receives consistent services, considering both your family's and the providers' availability. We anticipate our providers to honor their appointments with your family, and we kindly request the same commitment from you. Adhering to this schedule is vital for our providers' efficiency and for meeting the goals, standards, and timelines of your child's treatment.

In instances where an appointment cancellation can be foreseen, such as planned medical treatments, holidays, or vacations, Shine ABA Solutions requests that you promptly inform the providers and your Case Manager once you are aware of the scheduling change.

We recognize that unforeseen circumstances, such as illness or family emergencies, may necessitate a cancellation. When possible, we ask for at least 24-hours' notice of the cancellation to be provided to your providers and the Case Manager. In cases where your child or a household member falls ill or an urgent session cancellation is required with less than 24-hours' notice, we urge you to notify the providers and Case Manager as soon as possible. Continuous cancellations, either three (3) consecutive ones or a total of five (5) within a single authorization period (i.e., 6 months) by the patient, may lead to a reduction or termination of services. Consistency in implementing the treatment plan is of utmost importance for your child's progress.

For all session cancellations or schedule changes, Shine ABA Solutions mandates that you directly contact your providers and Case Manager.

**Health, Safety, and Security**

Shine ABA Solutions places paramount importance on safeguarding the health, safety, and security of both our patients and employees. Our employees undergo training to handle various session-related situations. Below are guidelines designed to ensure the well-being of our patients and employees:

Patients must have continuous supervision, with a parent or authorized caregiver present in the home or service location during the session.

Providers are instructed to promptly call 911 in case of emergencies.

Providers will not administer services to patients who are unwell. Parents or caregivers are strongly encouraged to proactively cancel sessions if they suspect their child is ill.

Services will not be provided if the patient or a household member has a contagious, communicable, or infectious disease. Medical clearance from a physician is mandatory before services can resume following such illnesses.

Services will not be rendered in the presence of a pest infestation.

Shine ABA Solutions strictly prohibits corporal punishment, emotional or physical abuse, and maltreatment by its employees.

Physical holds or restraints are not allowed by Shine ABA Solutions. In crisis situations, parents or caregivers may be asked to intervene to ensure safety.

Providers are not responsible for attending to toileting accidents or diaper changes unless a toileting program is specified in the patient's treatment plan. These tasks should be managed by the parent or caregiver.

Shine ABA Solutions does not authorize its employees to administer any type of medication to patients, regardless of whether it is available over-the-counter or prescribed by a healthcare professional. If a patient requires medication during a session, parents or caregivers must handle the administration.

Board-Certified Behavior Analysts (BCBAs) are mandated reporters and may disclose your health information to appropriate authorities if there are concerns about your child being a possible victim of abuse, neglect, domestic violence, or other crimes.

In case of emergencies, the provider will adhere to Shine ABA Solutions' notification and reporting policy, as detailed in their employee handbooks.

**Payment for Services**

At Shine ABA Solutions, our unwavering commitment is to deliver top-notch ABA services to the families under our care. We tirelessly strive to collaborate with your insurance provider to optimize reimbursement outcomes, always operating within the confines of policy regulations.

In accordance with both Federal and State insurance regulations, we are obliged to inform you about the copayment, deductible, and coinsurance amounts, and we routinely send invoices accordingly. If you have inquiries about your coverage, we encourage you to reach out directly to your insurance carrier. Alternatively, you can contact our Administrative Team for guidance and support throughout this process. We are eager to provide all possible assistance to our families as they navigate the intricacies of the insurance procedure.

**Details of Service Home-Based Programs**

Each patient's program is uniquely tailored to align with their specific objectives and distinctive learning style. To ensure this, a comprehensive assessment is conducted for every patient. Collaborating closely with parents, we develop goals and objectives that are meticulously designed to address the individual needs of each patient.

Our service model is grounded in a research-backed approach, encompassing rigorous staff supervision, extensive training, and a flexible framework that allows for ongoing assessment, adjustments, and progress tracking. The subsequent section outlines the typical initiation process for an in-home program. It's important to note that the particulars of the service may vary based on your child's specific program.

**Program Overview**:

Supervision and guidance provided by a BCBA

Consultation and training within the home environment

Individualized therapy sessions

Consultation to enhance home and community life skills

**Acclimation to Therapy**

In the course of a therapy session, your child will be expected to engage in tasks and follow instructions, even when they may not initially feel like participating. In such situations, it's not uncommon for a child to display behaviors like tantrums, screaming, or occasional aggression.

These reactions are typical, especially for children who have not previously encountered such demands.

For some children, it may take several weeks before they become accustomed to this therapy format and willingly cooperate. Throughout this adjustment phase, the child will still be encouraged to actively participate in the therapy sessions.

**Treatment Plans**

Shine ABA Solutions is tailored to cater to individuals with Autism Spectrum and related disorders. Our treatment plans are rooted in the enhancement of language, social, motor, safety, and self-help skills. These plans are meticulously crafted, drawing inspiration from developmental and functional curricula, as well as norm-based curricula.

We meticulously assess each patient's strengths and areas requiring improvement. Based on this evaluation, we craft an individualized program plan that is specially designed to cater to the unique learning needs of each patient.

**Discipline**

Shine ABA Solutions firmly embraces the use of positive behavioral supports as a means to facilitate success and prepare individuals for independent living. We are committed to delivering personalized instruction in alignment with each individual's treatment plan, employing the principles of applied behavioral analysis. This approach may encompass techniques such as redirection, token systems, offering social praise for appropriate behavior, or temporarily withholding reinforcement when necessary. The development and supervision of behavior plans, if needed, are overseen by a Board-Certified Behavior Analyst, with strict adherence to professional ethical standards. We unequivocally disallow any form of corporal punishment, humiliation, or traumatizing treatment.

To aid children in distinguishing between appropriate and inappropriate responses and behaviors, we utilize a system of rewards. The selection of rewards is contingent on the child's personal preferences. Common examples of rewards include food items (such as crackers, candy, or juice), toys (like bubbles, tops, or wind-up toys), music, and breaks. When a child correctly responds to an instruction that they haven't previously mastered, they receive a substantial reward, which could be an immediate break, a treat, or a toy to use at the table. Initially, all correct responses are rewarded.

Over time, greater rewards are earned for demonstrating new and more advanced skills compared to already mastered ones.

The Behavior Specialist may occasionally request that a parent or guardian withhold specific toys or treats, but this will not pertain to meal items; rather, it concerns items considered as treats. If such a program is implemented, the parent or guardian will be asked to endorse a list of approved reinforcers that will exclusively be used during treatment. We expect the parent or guardian to periodically update and sign this list, typically on a monthly basis. Reinforcement is a pivotal element of the child's program, and the parent or guardian may be requested to restrict access to the approved items they have endorsed.

**Collaboration with other Professionals and Supplementary Interventions**

Your BCBA will diligently strive to establish effective collaboration with all professionals engaged in the child's care. However, it falls under the parent or guardian's purview to:

Keep the BCBA informed about all professionals presently involved in the child's treatment.

Notify the BCBA of any new professionals who may deliver therapeutic services to the child in the future.

Provide a signed release of information, allowing communication with professionals external to the child's Shine ABA Solutions therapy team.

**Definition of Roles**

**Parent/Guardian**

Undergoes training from BCBA in executing generalization procedures for all programs

Administers generalization procedures for specified programs

Ensures at least one parent or guardian participates in all parent training meetings

Adheres to prescribed behavior plans within the home environment

Sustains transparent communication with BCBA and RBT when encountering challenges with behavior interventions

Cultivates professional relationships with all fellow staff members

Supplies reinforcers and necessary materials for the program

**Paraprofessional/BT/RBT**

Provides the approved weekly hours of 1:1 ABA therapy

Participates in all supervision meetings with the BCBA

Achieves clinical competencies through assessment and observation conducted by the BCBA

Sustains professional relationships with parents or guardians and all fellow staff members

**Board Certified Behavior Analysts (BCBA)**

Delivers 1 hour of clinical supervision for every 10 hours of direct care.

Oversees and contributes to the development of behavioral and educational programs.

Reviews and refines treatment goals based on recorded data; allocates one hour for every 10 hours of direct care.

Conducts an assessment of the child to assess the need for new programming and the effectiveness of ongoing programs.

Supervises the monitoring of acquisition rates and the progress of programs.

Maintains professional relationships with parents or guardians and all fellow staff members.

Conducts parent training sessions at least twice a month.

**Scope of Practice**

Shine ABA Solutions commits to delivering services that align with our defined scope of practice and area of expertise. Consequently, our services will exclusively adhere to the principles of ABA. The formulation of goals and objectives will be grounded solely in the outcomes of our assessment, input from parents or caregivers, considerations of medical necessity, and other factors that may shape the development of a suitable ABA treatment plan. It's important to note that academic goals will not be incorporated, given the nature of our services and their relation to insurance payment.

Shine ABA Solutions staff members are exclusively expected to fulfill the duties and responsibilities delineated in their job descriptions provided by Shine ABA Solutions. If you have inquiries or concerns about our providers' roles and responsibilities, please do not hesitate to reach out to the Shine ABA Solutions administrative team for clarification.

**Documentation**

Shine ABA Solutions must uphold comprehensive clinical documentation for all ABA sessions. To streamline this process, the final 15 minutes of each session may be dedicated to any essential paperwork, including the completion of session notes and data entry.

**Community Outings and Transportation**

Community outings are often integrated into an individual's treatment plan (subject to patient approval) when specific goals and objectives necessitate targeting in a community setting. These outings may take place without the presence of a parent or caregiver, provided that the requisite consent forms have been duly signed. For any inquiries or concerns related to this policy and the required consent forms, please reach out to your Case Manager.

As part of Shine ABA Solutions' policy, our employees are authorized to accompany a patient in various transportation modes, including:

A vehicle driven by a parent or authorized caregiver.

A taxi or car service arranged for by the patient.

Public transportation (e.g., bus, train, subway, etc.).

Traveling on foot, contingent upon the appropriate consent forms being signed.

If you have any questions or concerns about this policy and the essential consent forms, please consult your Case Manager.

**Communication**

Shine ABA Solutions is dedicated to promptly addressing any inquiries, feedback, concerns, or grievances regarding ABA services. Our team is firmly committed to delivering high-quality service to our patients, which encompasses timely and professional communication. Patients will receive contact details, including telephone numbers and email addresses, for individuals directly involved in treatment service and planning. Our administrative team, including the Intake Coordinator, Case Manager, Officer of Operations, Clinical Director, HR, and Executive Director, is available during regular business hours at 212-810-1436.

Please note that Shine ABA Solutions does not provide on-call coverage for ABA services and programs on a 24-hour basis. In the event of an emergency or crisis situation, patients are advised to call 911.

**In-Home Treatment Policies and Guidelines**

A parent or authorized caretaker (as indicated on the child’s form) must be present in the home during the therapy session at all times, with the exception of approved community outings (as described earlier).

It is the parent's or caretaker's responsibility to maintain a therapeutic environment in the home that is devoid of distractions or interruptions. This typically includes ensuring that pets or siblings who could potentially disrupt the session are not present. However, there may be instances where the provider requests the presence of parents or siblings for training purposes. Conversely, there might be situations in which the provider recommends that parents, siblings, pets, etc., be temporarily removed from the treatment environment to avoid disrupting the session.

In certain scenarios, problem behaviors may arise. These behaviors could encompass verbal or physical aggression, property damage, self-injurious actions, and more. Our providers are equipped with training on how to de-escalate, manage, and mitigate problem behaviors. Therefore, it is generally discouraged for parents or caretakers to intervene in such situations, unless explicitly requested by the provider to prevent treatment disruption.

The family may be requested to provide materials for the patient that can support therapeutic progress. These materials often include preferred items or edibles commonly used in verbal behavior programs. Additionally, the provider may ask for specific items necessary to address particular behavioral targets.

Shine ABA Solutions supplies certain program materials for our patients, and these materials remain the property of Shine ABA Solutions. On occasion, providers may request to store these materials in your home between sessions to ensure they have a comprehensive selection of materials for your child. If you have any concerns about this arrangement, please discuss alternative options with the provider. If a provider does store program materials in your home between sessions, it is the patient's responsibility to ensure these materials are kept in a secure location where they won't be accessed by the patient or siblings between sessions. This is crucial to guarantee that our providers have immediate access to all necessary materials during sessions, without causing disruptions. It also upholds health, safety, and hygiene standards.

Please note that Shine ABA Solutions does not assume responsibility for other children in the household who are not patients of the company. Additionally, the company does not assume responsibility for pets.

**Right to Notice**

As a patient, you are entitled to receive sufficient advance notice concerning the utilization and sharing of your protected health information. According to the Health Insurance Portability and Accountability Act (HIPAA), your protected health information may be employed for purposes related to treatment, payment, and healthcare operations.

In your capacity as a patient, you possess the following rights:

The right to confidential communication regarding your safeguarded information.

The right to review and duplicate your safeguarded health information.

The right to amend your safeguarded health information.

The right to obtain a record of disclosures related to your safeguarded health information.

The right to receive a printed copy of this privacy notice.

Shine ABA Solutions strictly adheres to HIPAA regulations and refrains from selling or revealing any confidential data. We will adhere to any legal directives pertaining to the disclosure of safeguarded information.

We will not disclose your medical information unless we receive written authorization from you to do so, or if the law sanctions or compels us to disclose such information. If you require a copy of your child's records, please reach out to the Shine ABA Solutions office.

**Quality Control**

A parent or guardian possesses the privilege to convey any concerns they may have regarding staff performance to Shine ABA Solutions, either in writing or via telephone. Shine ABA Solutions is committed to taking all possible measures to guarantee that every staff member involved in the child's care receives appropriate training.

**Conflicts of Interest**

To safeguard the confidentiality of patients, their families, and employees, Shine ABA Solutions adheres to HIPAA guidelines. Employees are discouraged from engaging in personal interactions with current or former patients. Such interactions encompass personal relationships, email correspondence, and engagement on social media platforms like Facebook, Twitter, and other social networks.

**Discharge/Termination of Services**

Once your child has achieved the established therapy goals and is making expected developmental progress within the defined functional parameters, your therapist will initiate discussions about transitioning from our services and outline the next stages of your child's development. In the event that your child reaches a developmental plateau, your therapist might recommend a temporary break from treatment. Should your child exhibit any significant regression following discharge, please don't hesitate to contact us promptly for a consultation. If you believe your child is not yet prepared for discharge, you have the option to contact the Clinical Director and request a clinical review.

Please be aware that Shine ABA Solutions retains the right to conclude services under certain circumstances. Grounds for service termination may include inappropriate behaviors as previously outlined, persistent cancellations or no-shows, unresolved outstanding balances, our inability to provide services suitable for your child's specific needs, or the emergence of a conflict of interest.

**Exploitation, Abuse, Neglect or Violation of Patient Rights**

Shine ABA Solutions staff is legally obligated to report any suspected instances of physical, emotional, sexual, or neglectful behaviors towards a child. Such reports will be made to the State Central Registry (SCR). The SCR will subsequently handle direct communication with the family involved. In cases where we perceive that the child and/or parent/caregiver poses a danger to themselves or others, we will immediately contact emergency services to address the situation alongside filing an SCR report.