



PARENT HANDBOOK

2019

Mission Statement:

Behavior Matters LLC is an organization committed to the treatment of children using empirically validated methods and strategies in order to assist each child in reaching his or her greatest potential and improving their quality of life. At Behavior Matters, we cherish every child as an individual.

In addition to behavioral and educational programming, we focus on the needs of the family and its fundamental role in the success of our behavioral and educational programming. We are dedicated to providing each family with customized support and training using the principles and techniques of applied behavior analysis (ABA) while following the ethical guidelines set forth by the Behavior Analysis Certification Board (BACB), the Association of Behavior Analysis International (ABAI) and the Association of Professional Behavior Analyst (APBA).

“If we treat people as they are, we make them worse. If we treat people as they ought to be, we help them become what they are capable of becoming.” Johann Wolfgang von Goethe 1749-1832

What is ABA?

Applied Behavior Analysis (ABA) is a research based, scientific method that began with the work of B.F. Skinner. The science measures observable behavior. It looks at what occurs before a behavior (antecedent) and what happens after a behavior (consequence). In addition, the methods of ABA are applied by breaking down skills into simple steps and teaching each step in succession. Skills are taught with the use of prompting to assist learning. A correct response is followed by positive reinforcement which increases the likelihood that a behavior or response will occur more often in the future. Behavior Matters LLC uses Errorless Learning in order to decrease frustration, and make teaching and learning a fun activity.

Applied Behavior Analysis (ABA) is the study of the functional relationship between one's behaviors and their environment. Data is collected on the stimuli that elicits, increases, decreases, or maintains the child's behavior. The data is analyzed and a treatment plan or an individualized ABA program is implemented. As the child's treatment progresses, data is collected and analyzed again to determine treatment effectiveness. The goal of a behavior analyst is to utilize behavioral contingencies to help the child learn more functional skills that can replace undesirable behaviors and improve quality of life. Behavior Matters LLC seeks to produce significant results enabling the child to adapt to their environment thus preparing them for a brighter future.

ABA based intervention is validated for Autism Spectrum Disorder (ASD), but is also applicable to children with other developmental disabilities. It is a set of principles and guidelines upon which educational programs are based and should not be used synonymously with a specific program. An ABA program targets specific developmental areas such as:

- Attending skills
- Imitative skills
- Fine motor and gross motor skills
- Language skills
- Conversation skills
- Functional play
- Functional skills/self-help skills
- Social skills
- Theory of Mind/Social Cognition
- Toileting skills
- Problem behaviors

Other names encountered within the field of ABA are: Verbal Behavior (VB), Discrete Trial Teaching (DTT), Natural Environment Teaching (NET), Pivotal Response Teaching (PRT) and Fluency-based instruction. Each uses a specific method of instruction and are all based on the principles of ABA.

How does ABA Work?

ABA:

- Provides age-appropriate learning objectives.
- Provides one-on-one therapy, initially administered in the home or center and then generalized to other settings.
- Involves an intensive treatment program, between 20 and 40 hours of therapy per week.
- Requires a commitment to a minimum of 2 to 4 years continuous service for each child.

- Provides continual support to parents throughout all the time the child works with Behavior Matters. It also supports person in the child's life such as, family and daycare teachers.

ABA therapists provide individual behavior therapy in the child's home, at the clinic, or shadowing at the child's day-care center. Our ABA therapists received comprehensive training in behavioral theory, reinforcement, the application of discrete trial training, the nuances of prompting and fading prompts, behavior management, generalization, maintenance of acquired skills, and interactive play with peer groups and social development. In addition, continuous refresher training courses and research on new techniques shall be provided to therapists so that they are able to maintain a desired level of quality of service.

The philosophy of ABA is Determinism: all behavior is governed by the laws of behavior and therefore there is a reason for all behavior. We can predict and control behavior when we discover the variables governing a particular behavior.

Why should Parents get Training?

Parents are integral to the success of each child. Behavior Matters strives to include parents in all aspects of therapy from goal and objective development to treatment strategies and behavior management skills. Consistency of programming across settings is our ultimate aim. The Behavior Matters Supervisor is available to train parents in the areas of behavior management and the application of discrete trial training in the hopes that parents will also become part of the child's therapy team. We will use the regular team meetings as a time to share information, raise questions and concerns, and plan intervention strategies. You can expect your child to show progress in the areas of his/her goals over time and we will monitor the progress with regular data collection. Our aim is to help your child to realize his or her full potential, and find ways to interact with, participate in school/social opportunities and thrive in the world.

How many Hours of ABA therapy does your Child Need?

Behavior Matters cannot predetermine the number of hours that your child may require from an ABA program. After the initial assessment, the BCBA or BCaBA will be able to make the recommendation as to how many hours are appropriate to meet the specific needs of the child.

What are our methods of ABA Treatment?

At Behavior Matters we use a wide variety of behavior analytic teaching methods such as:

- | | | |
|---------------------------|-----------------------------|---------------------------|
| • Discrete Trial Training | • Video Modeling | • Total Task presentation |
| • Incidental Teaching | • Peer Social Skills Groups | • Prompt hierarchies |
| • Verbal Behavior | • Peer Modeling | • Shaping |
| • Skill-Streaming | • Errorless Learning | • Token Economies |
| • Social Stories | Techniques | • Antecedent Control |
| • Chaining | • Pivotal response training | • Reinforcement |
| | • Fading | |

Do you use a strict Lovaas approach?

No, we don't. Our intervention is applied behavior analysis (ABA) based on Skinner's Analysis of Verbal Behavior, and we use Intensive Teaching (IT), which means discrete trial teaching but conducted a bit differently than DTT, trials are taught through Natural Environment Teaching (NET) as much as possible. Children do not learn when they are unhappy, bored or stressed. It is our job to make sure that your child has good reasons to want to try new and difficult tasks so we will consider your child's motivation and interests in planning specific activities to help your child learn language, play skills and skills for independence.

What is Verbal Behavior (VB)? How can I find out more about Verbal Behavior?

You can go to various websites to find out more about verbal behavior. To start with, go to:

www.verbalbehaviornetwork.org

www.marksundberg.com

www.carboneclinic.com (see videos on ITT and NET) under multimedia

There is even a Verbal Behavior wiki <http://verbalbehavior.pbwiki.com/>

What about Assessments?

Assessments are ongoing. In addition to 1:1 sessions, Behavior Matters provides client advocacy, IEP goal development consulting, consultation and integration of goals from other professionals (i.e. OT, PT, SLP), family training and social skill groups as part of wrap around scope of service for complete client care.

What is ABLLS-R/ VB-MAPP Assessment?

The **ABLLS-R** is the Assessment of Basic Language and Learning Skills- Revised, curriculum guide, and skills tracking system for children diagnosed with autism and other developmental disabilities. The ABLLS-R assessment provides the opportunity to investigate many skills necessary for a child to communicate with others and to gain new functional skills for independence and academic learning. Skills for the following areas are investigated: Cooperation and Reinforcer Effectiveness; Basic Language skills; Social skills; Academic; Self-Help and Motor Skills. There are 25 repertoire areas assessed.

The Verbal Behavior Milestones Assessment and Placement Program: The **VB-MAPP** is a criterion-referenced assessment tool, curriculum guide, and skill tracking system that is designed for children with autism, and other individuals who demonstrate language delays. The VB-MAPP is based on B.F. Skinner's (1957) analysis of verbal behavior, established developmental milestones, and research from the field of behavior analysis.

How long does it take to conduct ABLLS-R/ VB-MAPP Assessment?

The ABLLS-R/ VB-MAPP Assessment is conducted over multiple sessions. Usually taking between 8-20 hours, depending on the child's language skills. During the first 3 sessions the BCBA/BCaBA

assesses child's current skill level in the area of language, basic learning skills, academic and motor abilities. Parents and caregivers can often provide information about the child's self-help skills, and score these areas with the assistance of the BCBA/BCaBA. Parents are encouraged to share their concerns and to identify their priorities regarding the objectives for intervention. Caregivers will be asked when they would like the assessment of their child's social skills. This assessment is usually conducted in the clinic as well as community settings where the BCBA/BCaBA observes how the child interacts with peers and follows group or individual instruction.

Clinic based ABA

We have a clinic-based model with home and community supports. The reasons are:

- **Materials.** When you take a tour of the clinic you will see that for most skills/ goals we have at least 3 different games, cards or books that will be used to probe the skill.
- **Natural Environment Training.** The environment is more like a child's natural environment. All of the therapy rooms allow for more than one child working at a time. Through this, we work on attending skills and instructional control.
- **Controlled Environment-** Toys and reinforces are placed out of reach or hidden so that children have to request items and will not have free access. This helps us to continually assess their manding (requesting) skills. The key communication skill! We are also able to better access the function of a behavior because we are able to control the environment. We have smaller spaces if a clients needs to work in a quiet, more sterile space.
- **Therapist training and supervision.** ABCBA or BCaBA is always at the clinic. At any given time a supervisor can train the therapist on a technique or work with a child.
- **Generalization.** With a variety of therapist and clients working together, skills can be probed to test for generalization with different people and situations. For this same reason, we will have some sessions in the home and or community.
- **Group Work.** Clients are able to work on projects together. Allowing one therapist to lead and one therapist to take data.
- **Social Skills.** Clients are able to play and work with peers. Allowing us to work on social goals and every session.

We love working with you and your child. We are striving to provide the highest quality of therapy. A combination of the principles, techniques, and instructional methods of Applied Behavior Analysis (ABA) will be used to teach children communication skills, academic skills, social skills, imitation skills, self help skills, play skills, and any skills necessary to decrease undesirable behaviors in a small group format. In addition to learning the skills above, this format also provides each child with opportunities to practice skills that will be necessary for him/her to be successful in a school setting.

***Behavior Matters LLC Therapy
Parent and Program Guidelines***

Your cooperation on the following is greatly appreciated to assist us in working with your child:

1. Your child should be dressed and fed prior to therapist arrival or arrival at the clinic unless these skills are being addressed in the program.
2. In Home sessions: A parent or responsible adult must be in the home when therapy is being provided.
3. In Home sessions: The area being used for therapy must be a comfortable temperature, well lit and relatively free of distractions. It is important that we are able to conduct the session in a professional manner with materials ready and limited access to competing reinforcers (i.e. toys that are not used during the therapy session).
4. In Home sessions: Please do not use therapy materials and reinforcers outside of therapy time. If you would like to run programming with your child, please let us know and we will gladly teach you how to run the programs and take data.
5. Clinic sessions: Please arrive on time to drop off and pick up your child. If you need time to talk with your therapist or supervisor, please let us know in advance, so we can be prepared and possibly help prepare your child for the extra wait time.
6. The therapist is NOT allowed to take a client in their (parents/guardians) automobile.
7. The therapist must wait 15 minutes if child is not there at the therapy time and then is allowed to leave. The child will be considered absent and the session will not be rescheduled. *You will be charged for the session and this is not billable to insurance.* **If more than 20% of scheduled sessions are missed, within a 3-month period, we reserve the right to disenroll the child from the program and offer the slot to someone else.**
8. If your family is planning a extended vacation (more than 2 weeks), please inform the therapist and supervision. We will continue to reserve the spot for your child, but cannot guarantee that your child will work with the same therapist. Our therapists are only paid for services rendered.
9. Please do not call the therapists before 8 am and not after 9 pm.
10. Parents should contact the clinic 24 hours prior to the appointment if the parent knows they are going to cancel a session.
11. **Sickness. *Please notify the therapist, as much in advance as possible, at least the night, before the scheduled session if you know that your child (or other children in your home)***

will not be able to participate in the program the next day due to illness. Sickness includes, but not limited to the following:

- Temperature above 100
- Communicable Disease
- Foot/Mouth Disease
- Vomit
- Pink Eye
- Mumps
- Chicken Pox
- Measles
- Diarrhea
- Pin Worm
- Strep Throat
- Lice
- Rash

Parents are asked to use the same guidelines used in a school – if a child (or sibling) is too sick to attend school, he or she is too sick to participate in his/her therapy session. Therapy will resume as soon as the child’s doctor clears him/her of being contagious or the remedy is completed. If a therapist arrives at the home and the child is sick, the therapist will not be able to work with your child.

12. The therapist will call the family if they are going to be arriving more than 5 minutes late.

13. If parent or therapist cancels a session, you may try to reschedule an appointment for a different day or time if it is available.

14. Wait List: If another client cancels their appointment, we will contact clients on the waiting list on a first come, first call basis.

15. All rescheduled appointments are scheduled through the clinic. Families and therapist cannot change appointment times without an agreement with the family and the supervisor.

16. In the case of snow or inclement weather:

a) Please listen to the radio for announcements of school closing for the district in which you reside. If the district schools are closed it is an indication that driving in that area presents danger BxM therapist should not report to work that day.

b) Since schools in the district are closed on inclement weather days, the time missed on those days can be made up at the discretion of the therapist and the family.

17. In case of an accident or unusual incident, the therapist should complete an accident form and the BxM Executive director and the family should be informed within 24 hours (see the “Accident Report” form attached).

18. Parents and contractors should be respectful and courteous to each other. Open communication between parents and contractors is essential to the establishment of a successful program for the child. All communication must be done in a courteous and respectful manner. If there are any problems or concerns, please contact the BCBA or BCaBA Supervisor immediately.

19. Parents are encouraged to share with contractors any information that may be helpful in getting to know their child and will enable them to work successfully with the child.
20. Please understand that all information shared is HIPPA protected, it is essential that every BxM contractor respects and maintains each client's right to confidentiality regarding his or her treatment and all personal information. **All HIPPA laws apply.** Please do not ask about another clients program or treatment, as this information will not be discussed and could possibly lead to the dismissal of your child from the program.
21. Periodic videotaping of sessions may be helpful in assessing the progress of the child. Prior to a videotaping session, permission must be obtained by all parties involved and can be terminated at any time. Additionally, parents may request a copy of the taped session on a medium provided by them.
22. Parents must sign each therapist's timesheet to confirm the number of service hours provided **at the end of each session.** Parents are responsible for ensuring accuracy of hours.
23. No therapy for siblings. BxM contractors are not obligated to work with siblings. If a therapist feels a sibling can be used as a participant in a session, it is at their discretion.
24. The first 5 minutes of in-home session is used to prepare for the session and set up the environment. If you need a few minutes to talk with the therapist before the session, please let the therapist know, but be aware that your child may be anxious to begin "playing" with the therapist.
25. The last 15 minutes of in-home and school sessions are for the therapist to record data regarding the session. Therapist will share highlights of the session and request your initials on the session notes sheet.
26. During supervision session, the Supervisor and therapist will review the Child's treatment book to updated and incorporate any recommended changes. If parents would like to discuss any issues, please advise the therapist at the beginning of the therapy session. Any time taken for data entry and graphing, log book update, or to discuss program issues shall be considered billable time.
27. Supervision is required at a minimum of 5% to 20% of the total ABA hours, as per Tricare regulations. Other insurances typically require 1 hour of supervision per 10 hours of therapy. Behavior Matters requires a minimum of 2 hours of supervision every month.
28. Parents may be asked to purchase materials for programing. This may include, but not limited to, programming cards, workbooks, educational toys and reinforcers.
29. Invoices: Due dates are per invoice. You will be billed monthly for any balances due. We communicate with our clients to resolve past due accounts in all cases. If we cannot reach a client by phone following the return of undeliverable mail, or if a client's payment agreement

cannot be made or paid as agreed, we are forced to use the services of a professional collection agency. Once an account is placed with a collection agency, we cannot take the account back. Please let us know when or if your contact information changes so that we can always reach you, if needed, to discuss past due accounts.

30. Please contact your therapist or supervisor about any treatment questions or concerns. The importance of continuity between home and Behavior Matters cannot be over-stressed. Our aim is to develop an honest, open and supportive relationship with you which complements life in your home rather than contradicts it. We are very aware of our influence as a role model for your child and without your extensive knowledge of your child we would be unable to enhance your child's development. Behavior Matters contractors are always willing to discuss your child and their development. Please understand that therapist and supervisors do work with multiple families and may not be able to return calls immediately. If possible, email or text, and expect a response within 48 hours.

RELEASE OF PATIENT INFORMATION EXPLANATION OF YOUR AUTHORIZATION

For Your Protection	THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.
The Privacy of Your Health Records	<p>We understand that information we collect about you and your health is personal. Keeping your health care information private is one of our most important responsibilities. We are committed to protecting your health care information and following all laws about its use. You have the right to discuss with the privacy officer your concerns about how your health care information is shared. The law says:</p> <ol style="list-style-type: none"> 1. We must keep your health care information from others who do not need it. 2. You may ask us not to share certain health care information. Sometimes, we may not be able to agree to your request (a court order would be an example of one of these situations).
Who will see your protected information	<p>The agreement you sign with us may cover health care services you had before now or may have later.</p> <p>We review your health care information and submit claims to payers you have agreements with to make sure that you get quality care and that all laws about providing and paying for your health care are being followed. We may also use your information to remind you about appointments or to tell you about treatment alternatives.</p> <p>We may share your health care information with health plans, insurance companies, and government programs to help you get your benefits and so that we can be paid for your health care services.</p>
Your Access to Protected Health Records	<p>In almost all cases, you may see your health care information. You may ask in writing to receive a copy of your health care information. If you think some of your health care information is wrong, you may ask in writing that we correct or add to it. You may ask that the corrected or new information be sent to others who have received your health care information from us.</p> <p>Note: If you are younger than 18 years old and, by law, you are able to give consent for your own health care, then your health care information is kept private from others unless you sign an authorization form.</p>

<p>Others we may share your information with</p>	<p>We follow the law which tells us when we ARE REQUIRED to share health care information, even if you do not sign an authorization form. We may be required to report:</p> <ol style="list-style-type: none"> 1. contagious diseases, birth defects and cancer; 2. firearm injuries and other trauma events; 3. reactions to problems with medicines or defective medical equipment; 4. to the police when required by law; 5. when the court orders us to; 6. to the government to review how our programs are working; 7. to an insurance company who needs to know if received services from us; 8. to Workers Compensation for work related injuries; 9. birth, death and immunization information; 10. to the federal government during the course of an investigation; 11. abuse, neglect and domestic violence, if related to child protection or vulnerable adults. <p>We may also share health care information for government permitted research purposes, for matters concerning organ donations and for serious threats to public health or safety.</p>
<p>Your Right to this Notice</p>	<p>This notice is yours. You may ask for a copy at any time. If there are important changes to this notice, you will get a new one within 60 days if you are currently receiving services.</p>
<p>Questions & Complaints</p>	<p>If you have any questions regarding the notice or wish to receive additional information about our privacy practices, please contact our office. If you believe your privacy rights have been violated, you may file a complaint at our service location(s) either in person or by mail.</p> <p>We utilize a neutral third party Quality Assurance Liaison to provide you the opportunity to state you're compliant and seek resolution if the nature of a question or complaint makes you feel uncomfortable about approaching our practice directly. This liaison is not our employee and has agreed to maintain your confidentiality while they seek resolution for you through our practice. Our Quality Assurance Liaison is Rebeka Edge and can be reached by phone or by mail at 907-726-5330, 12836 Old Glenn Why, Eagle River, AK 99577.</p> <p>You may also contact the Department of Health & Social Services Privacy Official by calling 907-465-2150, or by writing to State of Alaska, DHSS Privacy Official, PO Box 110650, Juneau, AK 99811-0650, or by e-mailing the state DHSS Privacy Official at: PrivacyOfficial@health.state.ak.us. You can also contact the federal government Secretary of Health and Human Services (HHS) or to the HHS Office of Civil Rights. Your health care services will not be affected by any complaint made.</p>

***Behavior Matters
Incident Report***

Name of Client _____
Name of Employee _____ Position _____
Location/Address _____ Date of the incident __ Time: _____
Date of the report _____

Behavior:
__ Physical Aggression
__ Verbal Aggression/Verbal Threats (circle what applies)
__ Significant property destruction
__ Self-injurious behavior
__ Theft
__ AWOL
__ Suicidal threats/attempts
Other (specify) _____

What Incident/Accident Occurred: _____

Physical restraint was used? _____ Describe (duration, response) _____

Police called _____ Medical assessment/ER visit _____
Crisis line called _____ Mental Health Professional recommendation _____

Parents/guardians notified _____

Others present at time of accident: _____
Submitted by: _____
Signature Position

Parent Signature

After incident review and follow up:

cc: Executive Director BxM



Teaching Skills for Success

16941 No. Eagle River Loop Rd, Eagle River, AK 99577 (907) 726-5330 office; (907) 726-5266 fax
bxmatters@gmail.com
14301 First National Bank Pkwy Ste 100 Omaha, NE 68154 (855) 726-5366 fax behaviormatters@gmail.com

Behavior Matters Policy Change Notice

RE: Client cancellations & Attendance

Effective Date: _____

Missed appointments with less than a 24-hour notice, without a doctor's note, will have a cancellation fee of \$50 applied. The \$50 cancellation fee will also apply to no-show appointments. If your child is seen in the community, please notify Behavior Matters, if your child will be out, so the therapist does not show up at the school. Additionally, if more than 20% of appointments are cancelled (per quarter), we will need to discuss either reducing therapy time or ending services.

Regards,
Behavior Matters, LLC



Teaching Skills for Success

16941 No Eagle River Loop Road, AK 99577 (907) 726-5330 office; (907) 726-5266 fax bxmatters@gmail.com
14301 First National Bank Pkwy Ste 100 Omaha, NE 68154 (855) 726-5366 fax behaviormatters@gmail.com

Acknowledgement and Consent Form

Client Name: _____ Date: _____

1. Informed Consent: I agree to have my child receive services from Behavior Matters LLC utilizing ABA based interventions.

Signature of Client or Legal Guardian: _____

2. Release of Liability: I consent to the participation of my son/daughter in ABA therapy sessions, and agree on the behalf of the minor listed above to all of the terms and conditions of this agreement.

Signature of Client or Legal Guardian: _____

3. Acknowledgement of Receipt of Parent Handbook: This acknowledges that I have received, read and understand the parent handbook in its entirety.

Signature of Client or Legal Guardian: _____