



EASTERSEALS NORTH TEXAS
AUTISM TREATMENT PROGRAM

Client and Family Handbook

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Thank you for choosing Easterseals North Texas, Inc. the leading non-profit provider for people living with disabilities. We look forward to working with you and your family. Please take a moment to review our Client and Family Handbook as it contains information that will be helpful to your family throughout your time with Easterseals North Texas. If you have any questions or need clarification on the contents, please do not hesitate to ask us for clarification. Again, we thank you for choosing Easterseals North Texas for your therapy needs.

PURPOSE STATEMENT

Easterseals North Texas

The purpose of Easterseals North Texas (ESNT) is to change the way the world defines and views disabilities by making profound, positive differences in people's lives every day.

CLIENT/FAMILY BILL OF RIGHTS

The human rights of clients and families shall be respected throughout the time they are served at Easterseals North Texas. All persons, regardless of age, sex, race, religious background, ethnic affiliation or disability are equal in value and shall be treated accordingly. This organization promotes rights that include, but are not limited to:

For the client, the right to:

- Confidentiality and privacy
- Interactions that are sensitive to his/her culture
- Freedom from physical and psychological abuse and neglect
- Freedom from unnecessary restraint
- Participate in individual planning, decision making, and implementation
- Personal dignity
- Personal safety
- Provision of services in the most appropriate, least restrictive, environment
- Accept or refuse services
- Decline to participate in research
- Internal and external grievance procedures
- Offer complaints and receive timely, appropriate responses
- Receive information in an understandable manner on the results of assessments and treatments
- Religious freedom

For the family/primary caregiver, the right to:

- Accept or refuse services
- Confidentiality and privacy
- Interactions that are sensitive to his/her culture
- Decline to participate in research
- Internal and external grievance procedures
- Offer complaints and receive timely, appropriate responses

- Participate in individual planning, decision making and implementation
- Personal dignity
- Personal safety
- Receive information in an understandable manner on the results of assessments and treatments
- Religious freedom

Any allegation that the rights of one of our clients has been violated will be investigated immediately by the Vice President of Therapeutic and Autism Services, with written reports of the results and recommendations forwarded to the client and the President and CEO of Easterseals North Texas.

EASTERSEALS NORTH TEXAS: Therapeutic and Autism Services Philosophy

Easterseals North Texas strives to provide high-quality programs and services that are:

- Evidence- based;
- Supervised and/or provided by licensed/certified personnel in respective fields;
- Individualized;
- Family-centered; and
- Collaborative in nature.

Easterseals North Texas maintains that:

- A client will make greater progress if the caregiver(s) participate in the therapy sessions and home-programming activities;
- Services should be offered in an approach-based manner in the least restrictive environment;
- Our services should help all clients develop a positive self-image, independence and self-control in a fun, engaging environment;
- Each client and family is unique and services should be sensitive and respectful of the family's culture, values, beliefs, education, and life experiences;
- Open, honest communication leads to better outcomes; and
- We should serve as a resource to families and other professionals serving individuals with special needs.

PHILOSOPHY AND EXPLANATION OF THE ATP

Autism Treatment Program

The goal of the Autism Treatment Program (ATP) is to provide a comprehensive program, utilizing evidence-based practices, that is culturally responsive and collaborative in nature to families of all income levels.

Easterseals North Texas, in collaboration with experts at the University of North Texas, has created an autism treatment program that:

- Is comprehensive in nature, with an integrated team consisting of BCBAs, Senior ABA Coaches, Junior ABA Coaches, Speech-Language Pathologists, Occupational Therapists, Physical Therapists, and Audiologists;

- Provides best practices in Behavior Analysis, Education and Training, and Cultural Responsiveness through a partnership with the University of North Texas department of Behavior Analysis; Establishes Individualized Programmatic Plans, developed by the integrated team, supervised by the BCBA Case Manager;
- Offers options regarding intensity, scope, and location for services to best meet the needs of the client and family;
- Facilitates and encourages communication and collaboration with school personnel to eliminate duplication of effort and ensure an adequate transition plan that is in place for when the client leaves the Easterseals North Texas program;
- Offers video-taped sessions to provide an opportunity for feedback from Ph.D. level consultants regarding the client's progress toward goals and the parent and care providers' use of ABA-derived techniques to ensure carry over of skills;
- Is accessible to Spanish-speaking families (e.g. interpreter services, Spanish-speaking therapists, materials printed in Spanish);
- Has greater accessibility to other languages through the use of a Language Line;
- Provides referral information for additional community supports, determine eligibility for alternate funding sources and identify any family stressors, including the need for sibling supports and family training;
- Has a strong financial services team to assist families with understanding benefits and accessing all available financial resources.

GENERAL PROGRAM DESIGN

- Initial assessment primarily consists of ecological assessments and completion of the Hawaii Early Learner Profile (HELP) as well as components of standardized assessments such as the Assessment of Basic Language and Learning and Skills (ABLLS) and Vineland Adaptive Behavior Scale – II (Vineland-II).
- Referrals potentially made for audiology, speech-language therapy, occupational therapy, and/or physical therapy services.
- Initial programmatic plan and treatment objectives developed/approved by a BCBA who will act as the client's Case Manager.
- Programs and treatment carried out by Senior ABA Coaches and Junior ABA Coaches, supervised by a BCBA.
- Collaborate with other members of the interdisciplinary team.
- Provide both comprehensive and focused services. Clients 2 years to kindergarten age are recommended to receive 20 hours of intervention per week and kindergarten through 10 years of age are recommended to receive services within a focused model consisting of 6 to 8 hours of intervention per week. Exceptions will be assessed on a case by case basis.
- All clients who live within 25 miles of the center they attend will receive home visits as part of the initial evaluation and at the time of discharge, as well as monthly home visits for parent training and to collect video samples.
- Clients who live outside of 25 miles of the center they attend will initial evaluations and monthly parent trainings at the center.
- Parents will be given the option of attending parent training sequences that will include both education and training.

ADMISSION CRITERIA

Diagnosis:

- Any Autism Spectrum Disorder (ASD)
- Most payer sources require a formal ASD diagnosis from a medical professional, excluding school personnel.
- If a client does not yet have a formal ASD diagnosis but the parent(s) and/or care provider(s) have a suspicion that the client has autism, the client could still be admitted to the program. The client will receive an autism screening as part of the initial evaluation. If the screening tool produces a positive indication of autism, ESNT staff will refer the family to both the local education agency and a local diagnostic clinic where a definitive diagnosis can be ruled out or confirmed.

Residency Status:

- Clients must be Texas residents and must be able to show proof of residency.

Medical Status:

- Information about medical status will be obtained from the client and/or physician;
- Clients must be medically stable to be able to attend and participate in a safe and effective manner;
- Information about past and current prescription medication/ supplements, including frequency and dosage must be provided and client/ family must inform Case Manager of any changes or updates in medication;
- Information about past and current over the counter medication/ supplements, including frequency and dosage must be provided and client/ family must inform Case Manager of any changes or updates in medication;
- If there are concerns about the client's medical stability for safe and effective therapy, a letter from the client's physician will be required stating that the client is able to attend and fully participate in therapy;
- Proof of current immunization is required.

Assessments at Easterseals North Texas:

- Required at regular intervals for all therapy provided at Easterseals North Texas in order to determine the nature, frequency, intensity, and duration of therapy, to establish functional goals, and to begin to establish discharge criteria and planning;
- Outside evaluations from referring sources, schools, etc., are welcome and helpful. They will be reviewed and considered along with the internal assessments.

Parent/Family Involvement:

- Clients admitted to the Autism Treatment Program must have active involvement by their parents, families, or caregivers in order to maximize the benefits of the program, to prepare for discharge, and to carry out any home program given during and/or after the active phase of therapy;
- Families may be required to observe/participate in therapy in order to establish home programming;

- Families may need to make arrangements for care of siblings or other dependents while at Easterseals North Texas with the client, as drop-in client care services are not available and siblings or other dependents may interfere with or prevent the parent or caregiver from observing/participating adequately in the client's therapy.

Financial Arrangements:

- Clients must talk/meet with the Director of Pediatric Accounts and make appropriate arrangements for payment before being admitted to therapy.

Documentation:

Prior to starting treatment, clients must provide the following:

- Consent to treat and release information;
- Information about the client's current medical status, including the name of the client's primary care physician;
- Authorization for medical treatment;
- Arrangements for payment of services including any third-party reimbursement and any self-pay arrangements.

PROGRAM AGE REQUIREMENTS AND TRANSFERS

Comprehensive Program (20 hours per week):

Private pay/insurance clients: Ages 2-kinder (6 years, 364 day maximum age)

Focused Program (7 hours per week):

Private pay/insurance clients: Ages kinder-15 years, 364 days

HHSC grant-funded clients: Ages kinder-15 years, 364 days

Great Strides Program (6 or 12 hours per week):

Private pay/insurance clients: Ages 2-9 years, 364 days

HHSC grant-funded clients: Ages 3-9 years, 364 days

A client's case manager will notify the family 6 months prior to the client's 7th birthday to remind them that they must transfer programs (comprehensive to focused) by the day before the client's 7th birthday. That client will have priority and will be offered any focused program openings that become available. If the time lapses and they have chosen to decline offered slot(s), they will have to discharge out of the program the day before the client's 7th birthday. If there are no slots that become available during the 6-months-time, the decision to discharge or continue services until a slot opens will be determined on a case by case basis.

STAFFING

All members of the team have access to the clients' records. Members of the Autism Treatment Program team include:

- Director of the Autism Treatment Program (Board Certified Behavior Analyst)
- Director of Research and Development
- UNT Consultant

- ABA Case Managers (Board Certified Behavior Analysts)
- Research and Development Fellows
- Senior ABA Coaches
- Junior ABA Coaches

A large part of the Autism Treatment Program is to serve as a training site for undergraduate and graduate students at local universities. The ATP provides the opportunity to train individuals to properly administer behavior analytic teaching techniques, thus, creating more qualified professionals to serve more children. Implementing these precise teaching techniques, while maintaining the child's happiness, requires a highly trained staff. The teaching staff is trained in behavior analytic techniques and required to pass intensive training checklists evaluating teaching performance, professionalism, organizational skills, and analytical skills prior to working with the children independently.

Our staff are not allowed to engage in 3rd party employment arrangements. Please respect our staffs' privacy and ethics by not contacting them directly at home or during working hours to engage in any employment or volunteer arrangements such as babysitting or in-home therapy.

Additionally, if the client is enrolled in multiple programs at Easterseals North Texas, client information and progress may be shared with other programs within the agency in order to coordinate care, such as the Outpatient Rehabilitation Director and Therapists.

Other ESNT staff members, include, but not limited to, the Vice President of Therapeutic and Autism Services and Compliance Officer, additionally review client information and have access to the clients' records as necessary.

For questions about:

- The client's treatment, parent training, school collaboration, etc. please talk to your Case Manager.
- Financial arrangements, please talk to the Director of Pediatric Accounts.
- The program structure, exceptions to policies outlined in this manual, conflicts you are unable to resolve with ESNT staff members, scheduling, etc. please talk to the Director of the Autism Treatment Program.

Note: please refrain from discussing the topics outlined above with the Senior ABA Coaches and Junior ABA Coaches. The coaches report directly to the Case Manager and are not authorized to make adjustments to the child's treatment plan without the Case Manager's approval. All information of this nature should be directly reported the Case Manager or Director.

EASTERSEALS NORTH TEXAS STAFF RESPONSIBILITIES:

Licensing and Credentials:

- To maintain certification in accordance with the statutes of the Behavior Analysis Certification Board;
- To participate in continuing education to ensure up to date knowledge of current trends and practices;
- To inform the client and/or family of the therapist's credentials/experience before starting therapy or on request.

Scheduling and Attendance:

- To be on time for sessions;
- To inform clients as soon as possible of any planned absence of staff that affects sessions for reasons such as holidays, staff vacation, etc. To make every effort to inform families as soon as possible of emergency cancellations.

Financial:

- To meet with every client/family prior to beginning therapy to explain insurance benefits, client/family responsibility, and to establish a payment agreement;
- To inform the client/family in a timely manner of any changes in or denials of insurance coverage, and to work with the client/family on alternate payment arrangements if needed and if the client/family wishes.

Communication and Referrals:

- To communicate client status and progress in writing and on a consistent schedule with clients/families, referring physicians and third-party payers. This includes at admission, for progress, and at discharge;
- To communicate with other physicians, school personnel, and other involved community agencies or organizations with permission and as required to produce the best therapeutic outcomes for each client;
- To provide information about referrals to other agencies or providers for needed or desired services that are not offered at Easterseals North Texas, or to clients/families who prefer options other than Easterseals North Texas, on request.

GUIDELINES FOR ATTENDANCE

WHEN TO COME AND NOT TO COME FOR THERAPY

Do come if:

- Weather is cold or wet, but driving is not a hazard.
- Client has a cold, runny nose, slight cough, or ear infection (already on medication) and the client is not too fussy to participate in therapy, and does not have a fever.
- Client with a known seizure disorder has had a recent seizure, even on the day of therapy, but is no longer sleepy or disoriented.

Do NOT come if:

- Client has had a fever over 100 degrees (99 in the armpit) within the last 24 hours.
- Client has trouble breathing (more than just a stuffy nose from a cold, or more than usual wheezing or coughing from asthma or allergies), has a bad cold or croupy sound when breathing, serious wheezing, or trouble breathing when you lay him or her down. You should contact your doctor if these problems occur.
- Client has had seizures on the day of therapy, or even the day before, and is still sleepy, groggy, or agitated. If this was the client's first seizure, or it was different from his usual pattern or seizures, be sure to contact your doctor.
- Client is acting unusual to the point that he/she is taken to the doctor to see what is wrong.
- Client has diarrhea with two or more watery bowel movements in the last 12 hours, or with vomiting and/or fever.
- Client has vomited due to illness more than once in the last 24 hours, or has fever or diarrhea with vomiting. (This does not apply to normal spitting up or the kind of vomiting seen in clients with GE reflux).
- Client is showing symptoms of, or has been diagnosed with, a contagious disease or condition (e.g. pink eye, chicken pox, impetigo, open sores, flu, head lice, etc.). If the client has a contagious disease or condition, please let us know so we can contact other persons who may have been exposed.
- Client is too sick to go to school or daycare or has been sent home from school or daycare.
- Weather makes travel dangerous, such as heavy snow or ice on the roads. In this case, please listen to public broadcasts to see if Easterseals North Texas is closed.

If a family is unsure about whether to come or not, please call and ask.

If a client becomes ill with any of the above symptoms while attending our program, staff will notify the client's parent(s). If a parent cannot be reached, staff will contact the emergency contacts provided by parents at enrollment. It is the parent's responsibility to provide information that allows staff members to get in touch with them during the time the client is at Easterseals North Texas.

Parents are expected to pick up the client within one hour of being notified, or to make arrangements for an alternate person listed on the emergency form to pick up the client. It is the sole responsibility of the parent to have the client picked up within 1 hour of being notified. Should a situation arise whereby a parent cannot pick up the client within one hour, they must notify Easter Seals North Texas' staff and inform her/him of the delay, and make other arrangements. This policy will be strictly enforced.

Should there be a circumstance where a client is not picked up within an hour of a staff members' attempts to contact the parent or their designated emergency contact, there will be a \$25 fee assessed for each 15 minutes after the hour with no exceptions.

ARRIVAL, DEPARTURE, AND WAITING PROCEDURES

All individuals dropping off clients are required to sign themselves and the child in at the reception desk upon entrance to the building and to sign out when leaving.

Additionally, we ask family members to wait in the designated ATP waiting areas until picked up by ATP staff at the beginning of the session or being dropped off at the end of the session. While waiting, it is required that caregivers provide proper supervision of the client and other minors or dependents while in the building. Proper supervision requires that the child be within eyesight of an adult caregiver at all times. Children are not to be left alone in the building, on the grounds, or in the parking lot for any reason.

ATTENDANCE POLICY AND PROCEDURES

Attendance Expectation:

Attendance must be maintained at a level of at least 85% of scheduled therapy sessions each month, and over the duration of therapy. This is necessary for the client to fully benefit from the therapy program, regardless of the reason for the absence.

Promptness Expectation:

Clients are expected to arrive on time for the start of the session, as well as for pick up at the end of the session, for 85% of sessions. Lack of promptness causes undue stress for the clients and staff, as well as disrupts the daily schedule for the late client as well as staff and other clients.

Note: All percentages associated with attendance and promptness will be reflected monthly on the client's monthly progress reports.

Absences:

If a client is going to be absent, please call the front desk to inform our team of the absence and the reason for the absence. For families that receive services at our North Dallas (Carrollton) location, please call 972-394-8900; for families that receive services at our South Dallas (Oak Cliff) location, please call 214-372-3300; for families that receive services at our Fort Worth location, please call 817-332-7171.

Planned Absences: Clients are allotted 8 days of planned absences per calendar year. This is equal to 2 weeks of therapy per year. These hours can only be used if Easterseals North Texas staff has been given 2-weeks-notice before the absence is to take place. Services cannot be on-hold for more than 2 weeks, except in rare, extenuating circumstances. If this occurs, the client will be discharged, and may reapply to Easterseals North Texas when the situation has changed. Planned absences can be taken in ½ session or whole session increments and will not count toward the client's attendance percentage for the month. Clients that start mid-year will be given a prorated number of absences for the remaining part of the year.

Emergency Days: Clients are given one day each quarter per year that can be used in emergencies that will not count against a client's attendance and promptness percentages. This absence must be taken as a full session and cannot be broken down in partial day absences.

Quarter 1: January 1st through March 31st
Quarter 2: April 1st through June 30th
Quarter 3: July 1st through September 30th
Quarter 4: October 1st through December 31st

No amount of notice is required for a client to utilize this option; however, Easterseals North Texas staff must be informed of the absence prior to the start of the client's therapy session. In the event that a family uses more than their allotted emergency day during one quarter, the client's family/caregivers will be responsible for paying the applicable fees and the absences/tardiness will count toward the client's overall attendance percentages.

Unplanned Absences: Unplanned absences include any absences that Easterseals North Texas' staff has not been notified of with 2 weeks notice. This includes, but is not limited to, illness, unexpected appointments requiring a full day absence, family events, etc. These absences will count toward the client's attendance percentage. While we understand that some of these circumstances are out of a family's control, we still must ensure that the client is attending enough of the planned sessions to make as much progress as possible. In the event that a client starts a session at Easterseals North Texas and is sent home ill, the absence will only count against a client's attendance percentage if the client was sent home less than half way through his/her scheduled session.

No call/no show: If a client is not present for their session and Easterseals North Texas' staff has not been notified, the case manager will call the client during the missed appointment to remind the client of the attendance policies and procedures. If two consecutive days are missed and the family cannot be reached by phone, the client will be discharged from services.

Noncompliance: If a client is absent more than 85% of sessions (out of compliance) for one month, the client's family/caregiver will be notified by the case manager and reminded of the attendance policy. This is considered a verbal warning for the following month. If the client is out of compliance again the next month, the case manager will notify the family/caregiver and develop a formal written agreement. This is considered a written warning for noncompliance with the attendance policy. If the client is out of compliance for the third consecutive month, the client will be discharged from the program.

Tardiness:

It is the family's/caregiver's responsibility to make sure the client is promptly dropped off for his/her session and picked up promptly at the end of his/her scheduled treatment. If a client is running late for an appointment, please call the front desk to inform our team of the reason you are running late and your estimated arrival time. For families that receive services at our North Dallas (Carrollton) location, please call 972-394-8900; for families that receive services at our South Dallas (Oak Cliff) location, please call 214-372-3300; for families that receive services at our Fort Worth location, please call 817-332-7171.

If a client is not picked-up within 6 minutes after the end of the session, Easterseals North Texas' staff will make every effort to contact the family/caregiver using all phone numbers available. If the family/caregiver cannot be located, Easterseals North Texas staff will contact the local police, and if needed, the Department of Family and Protective Services for guidance.

Noncompliance: If a client is tardy more than 15% of sessions (out of compliance) for one month, the client's family/caregiver will be notified by the case manager and reminded of the promptness policy. This is considered a verbal warning for the following month. If the client is out of compliance again the following month, the case manager will notify the family/caregiver and develop a formal written agreement. This is considered a written warning for noncompliance with the promptness policy. If the client is out of compliance for the third consecutive month, the client will be discharged from the program.

Fees for tardiness and early pick up:

With 24+ hours-notice: If a family gives at least 24-hours-notice of a late arrival or an early pick up, the family will be charged \$5 for each 15 minute increment that the client is late or that the client needs to be picked up early. For example, if given 24-hour notice that a client needs to be picked up at 5:00 when the end of their session is typically 6:00, the family will be charged \$20. If given 24 hour notice that a client will be 2 hours late, the family will be charged \$40.

With less than 24-hours-notice: If a family is more than 5 minutes late to drop off or pick up their client they will be fined \$1 for each minute they are late. For example, if your appointment ends at 3:00 and you arrive at 3:06, you will be charged \$6.00 and if you arrive at 3:08, you will be assessed an \$8.00 fine. When the family arrives, the client's therapist will indicate the number of minutes late on the client's parent note and the individual picking up the client will be required to initial the document.

Please make every effort to respect the time of those individuals affected.

Summary of attendance policy:

Type of absence/tardy	Number allotted	Attendance percentage effect	Notice required	Allowable increments	Fees
Planned Absence	8 days per calendar year	None	2 weeks	1/2 session	None
Emergency Absence	1 day per quarter	None	None	Full session	None
Unplanned Absence	Maximum of 15% of scheduled sessions per month	Decreases	N/A	N/A	None
Tardy/Early Pick up (with 24 hr notice)	0	Decreases	24+ hours	N/A	\$5 per 15 min.
Tardy/Early Pick-up (less than 24 hr notice)	Maximum of 15% of scheduled sessions per month	Decreases	N/A	N/A	\$1 per min.
Early release due to illness	0	Decreases if less than 1/2 session attended	N/A	N/A	None

TERMINATION OF SERVICES DUE TO NONCOMPLIANCE

Discharge Referrals

When a client is discharged due to noncompliance with policies, whenever possible, the team will give the family names of other resources that may better meet their needs. A discharge summary will be done by the team, and the service coordinator will send a copy to the prescribing physician, if applicable.

Re-admission

The client may reapply to the VP of Therapeutic and Autism Services Office for re-admission to therapy at a later date when the circumstances permit more regular attendance. The client will have to meet admission criteria at that time.

WHAT TO SEND WITH YOUR CHILD

Unless otherwise specified, please send two changes of clothing, lunch, snack, back pack, diapers and diapering products as needed. Clothing should be appropriate for the weather and the child's individual needs.

Closed toed, lace/velcro shoes are recommended and preferred.

Children do use paint and other messy material that may stain clothing. Practical play clothes are appropriate for everyday school wear. All clothing and other belongings should be clearly labeled with the child's first name and last initial. We reserve the right to permanently label any belongings with the child's initials to ensure that the belongings are not mistaken for another child's.

ESNT staff members cannot be responsible for lost or broken toys that are brought from home.

COMMUNICATION BETWEEN ESNT AND HOME

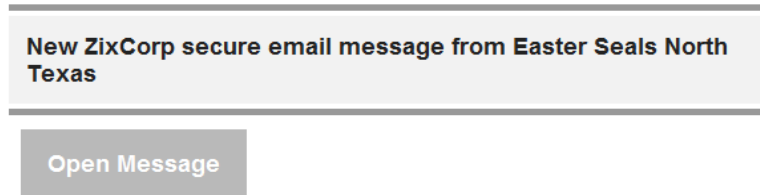
The ATP team will provide each family with a daily parent note that highlights the client's activities for the day. This will allow the therapy team to provide the family with a general overview of the client's day. This note will not include all activities participated in for the day but, instead, will be a general overview.

ESNT encourages families to frequently discuss the client's progress and treatment plan with their case manager. Each client enrolled in the Autism Treatment Program will be assigned a case manager that will be the main contact person for the family.

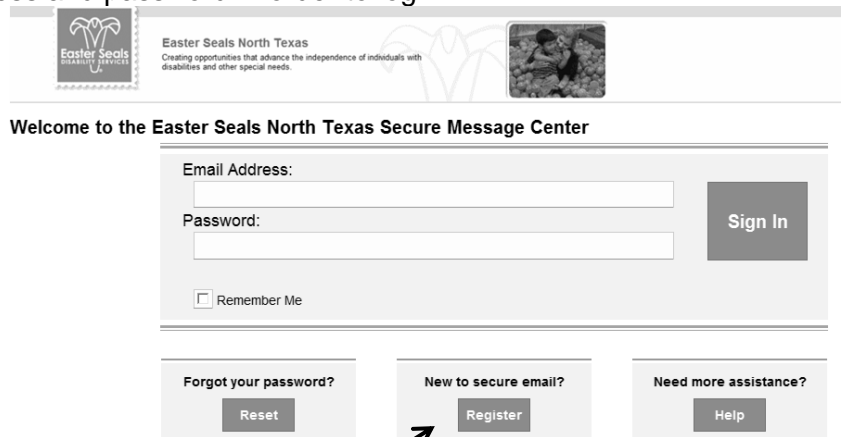
ESNT strives to serve each client efficiently and effectively. In order to accomplish this, please notify the case manager to schedule a time to visit with him/her. The case manager will do his/her best to accommodate your request in a timely manner. If the case manager is with a client, or scheduled to be starting with a client, please refrain from attempting to schedule a time to meet and choose a more appropriate time to discuss a meeting.

In order to effectively communicate with you, while protecting your information at the same time, we will send all email correspondence that contains any protected health information to you via encrypted email.

When you open your email, the first thing you will notice is that the title of the email starts with "Secure". (For some people, this will go to the "trash" the first time you receive an email from us). After you open the email, you will see:

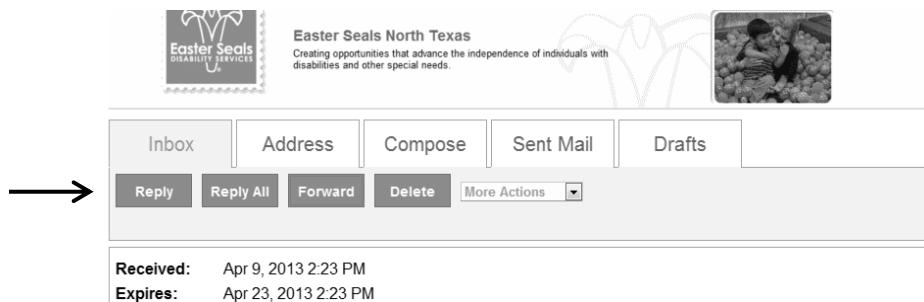


You should click the box that says "Open Message". This will take you to a new webpage. The first time you receive an encrypted email from us you will need to register to use the system. After you register the first time, you will be able to just type in your email address and password in order to log in.



To register, all you need is your email address and a password. It is important you remember your password so that in the future you are able to use it to receive emails from us.

Once you log in you can read your email. If you reply through this system (by clicking reply at this website) your email will be encrypted and sent back to us. You can also compose email through this system, and send us copies of forms or reports securely.



FAMILY PARTICIPATION: REQUIRED AND OPTIONAL

The effectiveness of a therapy program is greater when the client/family carries over the therapeutic program at home, both during the active therapy program and after discharge. In order to accomplish this, caregivers are required to participate in parent training twice per month. One of the monthly trainings will be conducted in-vivo at the client's home for clients who live within a 25 miles radius of the center at which they receive services. For clients that live outside this radius, training can be done during the client's regularly scheduled therapy session or at an alternatively scheduled time in the clinic. Additionally, clients who live outside of the 25 miles radius may request the training session in home with an additional mileage fee of \$.50/mile (additional miles over initial 25 only).

The in-vivo training will consist of an one-hour training with the ABA Case Manager and will focus on teaching the caregivers to productively arrange the environment to increase the learning opportunities for the child in the home and community environments. The second training will consist of an in-clinic progress and integration training. This training consists of working with the parent/caregiver on understanding the principles and procedures that are most effectively used with their child as well as identifying what skills are being acquired at the center and how best to integrate those skills into the home and community settings.

Failure to meet this expectation on a recurring basis will result in additional action. If a parent training session is missed (due to the family's inability to arrange scheduling or cancellation) for one month, the client's family/caregiver will be notified by the case manager and reminded of the policy. This is considered a verbal warning for the following month. If the client does not complete training again the next month, the case manager will notify the family/caregiver and develop a formal written agreement. This is considered a written warning for noncompliance with the parent training policy. If the client is out of compliance for the third consecutive month, the client will be discharged from the program.

Monthly progress reports will be completed by the case manager at the beginning of each month to reflect the progress from the previous month of services. The monthly progress reports will be reviewed in-clinic with the clients' parent/caregiver during the monthly progress and integration training. A copy of the monthly progress report will be provided to the family.

In addition to monthly training, families may be required to periodically attend therapy with the client to observe the implementation of services and to have an opportunity to ask questions and share information. This assists in the family's ability to carryover skills from therapy to home and prepares the client and family for discharge to help them become as self-sufficient as possible in the care and management of the clients' skill development.

Observation of therapy is strongly encouraged but the ABA Case Manager must be notified as to be available to answer any questions as needed. The following general guidelines apply to protect the privacy of other clients when families are in the therapy area:

- Easterseals North Texas personnel will protect the privacy of all clients by never discussing any client or family in a public area or when other individuals are present without parent permission;
- Easterseals North Texas personnel will protect the privacy of all clients by discouraging questions and comments from any individual about other clients;
- While observing, families should not interrupt sessions by directing questions or comments to the staff or client but should refer comments/questions to their case manager at a more appropriate time and location;
- Families must make arrangements for the care of siblings or other dependents during observation or participation in therapy. Exceptions to this may be when siblings take an active role in the client's home program and who attend for the purpose of learning and participating in the therapeutic activities;
- Easterseals North Texas does not provide drop-in client care for siblings, other clients or other dependents.

FEES FOR SERVICES

Once a family has been accepted into the Autism Treatment Program, the Director of Pediatric Accounts will contact them to obtain all necessary information. The Director of Pediatric Accounts will discuss the information and ensure that the family understands its financial obligation for enrollment in the ATP.

Because funding from the Health and Human Services Commission (HHSC) is available only as a "payer of last resort," it will be used as appropriate to supplement the cost of ABA services for families enrolled in the grant program. HHSC funding is limited and only available to client ages 3 years- 15 years, 364 days with an Autism Spectrum Disorder diagnosis who are Texas residents. Please note that for clients enrolled in the HHSC grant program, services are dependent on the availability of the HHSC funds. Any changes in HHSC funding availability and subsequent changes to services will be discussed with families as soon as ESNT is made aware of the terms.

Families participating in the Autism Treatment Program will be billed monthly for services received. Payment is expected according to the agreement made in the ATP Payment Contract. If a family is not able to meet this contract obligation they need to contact the ESNT finance team immediately to discuss options.

ADDITIONAL FEES

Diaper Fees

In the event that a client does not have any diapers available, staff will use Easterseals North Texas' diapers. Parents will be billed \$1 for each diaper used. Parents are encouraged to leave a package of diapers at the center at all times to avoid incurring this cost.

Forgotten Lunch Fees

In the event that a client does not have a lunch, staff will provide a pre-packaged lunch for the client. A client will also be provided a pre-packaged lunch if the items included in

his/her lunch are prohibited at Easterseals North Texas (e.g. peanut products). Parents will be billed \$5 for each lunch used.

PARTICIPATION IN ARD MEETINGS

Current clients

ESNT staff will make a reasonable attempt to attend Admission, Review, and Dismissal (ARD) meetings for current clients who live within a 25 mile radius of the center at which services are received. It is preferred that staff receive at least two weeks notice prior to the ARD; however, it is recognized that it may not be possible to provide that amount of notice in some cases. ESNT staff attendance at an ARD meeting may not be possible for multiple reasons, such as scheduling conflicts, lack of preparation time, etc. Please be prepared to provide ESNT staff with a copy of the child's IEP (individualized education plan) and BIP (behavior intervention plan) prior to the ARD meeting to ensure that the staff member can be as prepared as possible to contribute to the meeting.

For clients who live outside of the 25 miles radius, staff attendance at the ARD may be granted with an additional mileage fee of \$.50/mile (additional miles over initial 25 only).

Former clients

ESNT staff will attend one post-discharge ARD meeting per client free of charge in cases in which the client has been discharged within 3 months of the ARD date. If the request for attendance at an ARD is more than 3 months post-discharge, it is at the discretion of ESNT staff as to the appropriateness of attendance. If there is a request for attendance at additional ARD meetings, the fees will be as follows:

- Initial Charge (includes 2 hours for preparation and 1 ½ hours for the ARD meeting): \$200
- Additional time for preparation or meeting: \$50/hour
- Mileage: \$.50/mile for travel (subject to change to the current agency rate for reimbursement)

These costs are for one ESNT representative to attend; if additional staff is requested, ESNT staff will review those on a case-by-case basis.

TRANSITION and DISCHARGE CRITERIA AND PLANNING

Easterseals North Texas requires written notice of intent to withdraw from the program 30 days before the client's last day of attendance. This allows staff members to complete final assessments, compile data, prepare final documents and develop recommendations to aide in the client's transition to the next placement. Without written, 30-days-notice, these documents cannot be prepared accurately and therefore, ESNT may be unable to provide them to parents.

Preparations for discharge occur throughout therapy as the goal of starting therapy is to help the client become more functional in his or her natural environment and to help the caregiver care for the client at home and in the community. Throughout the client's time in the program, progress will be assessed through analysis of the data collected by the client's treatment team. The case manager will document and discuss these

assessments monthly through the monthly progress reports. These assessments of progress will be used to determine progress toward functional goals and adjust the therapy program as needed. The client will be discharged when he/she:

- Ages out of the program;
- Achieves goals set and there are no new goals to set;
- Functions in the normal range for age with no deficits to target;
- Has attendance that is not in compliance with Easterseals North Texas attendance policy;
- Has a medical condition that is unstable, or has changed such that therapy is not safe or appropriate;
- Is transferred to another program or service provider;
- Requests discharge for any reason;
- Does not comply with financial agreements made with Easterseals North Texas and declines to work with Easterseals North Texas in good faith to resolve the problem.

At discharge and when appropriate, clients will be given a home program, designed over the course of the therapy program, and taught to the client/family. The home program will be designed to help the client incorporate what has been learned during therapy, to maintain gains and functional skills achieved during therapy, to prevent loss of skills, and to help the family care for the client at home and in the natural environment. Although home programming will be provided, appropriate referrals to other programs and services will be made at the time of discharge if needed.

Clients are usually discharged voluntarily, that is, with their understanding and agreement with the reason for discharge and the plan. However, there may be situations in which a client is discharged involuntarily if the treatment team, with due diligence, determines that continued therapy is unwarranted or unsafe, or if the client fails to comply with the terms of the therapy agreement.

In order for a client to leave the Autism Treatment Program in “good standing,” the following guidelines are required to be met:

- Provide 30 days’ notice to your Case Manager prior to your anticipated last day of treatment;
- Must complete DARS post assessments prior to discharge or within one week after discharge if applicable;
- Be current on any charges to your account, including charges related to late drop-off/ pick-up fines; and
- Have a consistent record of following through with general programmatic procedures and expectations such as providing regular updates to your team regarding any changes (e.g. contact information, additional therapies), participating in parent meetings and trainings, and actively responding to messages and emails from your team in a timely manner.

By leaving the ATP in “good standing,” the client will be eligible to return to Easterseals North Texas for additional programs and services if placement is appropriate.

MEDICATION PROCEDURES

Medications may be administered at ESNT with a parent's written request expressing the need for such medication and if the parent provides the medication. This includes both prescription and over-the-counter medications. A written request from a physician must be obtained if any prescription medication needs to be administered. Additionally, Easterseals North Texas' staff will only administer oral and nasal medications with the exception of epi-pens in emergencies.

Prescription medications must be in the original container, properly labeled with the client's name, medication name, dosing instructions, and ordered by a physician licensed to practice in the United States. It is suggested that the parent request an extra labeled bottle from the pharmacist for sending medications to ESNT. Clients and/or parents will be notified when their medication supply is low and the empty bottle will be sent home for a refill. Refills should be delivered to the client's case manager.

Sample medications provided by a physician may be administered if those medications are accompanied by a signed note from the physician and are appropriately labeled with the client's name, medication name, dosing instructions and ordered by a physician licensed to practice in the United States.

Non-prescription medications must be in the original container. The dosing directions on the over-the-counter packaging regarding age, amount and frequency of medication administration will be strictly followed. Requests to alter the dosage or frequency of the medication to be administered must be accompanied by a physician's written note stating the dosage of medication to be given and that it is necessary to administer an alternative dosage at ESNT.

- A client may be allowed to self-administer inhaled asthma medication, an Epi-pen, or diabetes treatment ONLY if the following conditions have been complied with written permission from the physician allowing the client to self-medicate or treat;
- The physician has counseled the parent and the client on ESNT's inability to monitor the client's health condition during the clinic day while self-medicating or treating; and
- The client complies with all safety policies.

Herbal substances, anabolic steroids or dietary supplements of any type will only be administered as prescribed by a physician and if provided by the parent. Dietary supplements and herbal substances are not FDA approved.

All medications must be kept in a locked medication cabinet.

ALLERGIES

We have many clients and staff members with nut allergies; therefore, we cannot allow peanuts, peanut butter, or other nut products in the Easterseals North Texas treatment or common areas. All ESNT sites are nut free facilities.

Parents/guardians are responsible for notifying the facility, in writing, of any allergies or other medical conditions upon enrollment or as the parents become aware of them.

BALLOONS

ESNT strives to provide a safe environment for all clients to learn in. Balloons often distract in this environment and can be dangerous to our clients. We ask that balloons not be brought into ESNT facilities.

ANIMALS/PETS

Animals/pets are not permitted in therapy areas or hallways without approval from the Vice President of Therapeutic and Autism Services.

Clients bringing service animals to ESNT should let the front desk know that they have a service animal with them when checking in.

CONFIDENTIALITY

All information received and/or obtained through ESNT is confidential. No one is permitted to share any information obtained at ESNT with any person(s) outside of ESNT staff. Anyone who has knowledge of any person(s) who has violated this confidentiality agreement is required to report that to the Program Director immediately. Any willful misrepresentation or failure to comply and follow any policy and procedures at any time is cause for denial or dismissal of service.

COLLABORATION

Easterseals North Texas facilitates and encourages communication and collaboration with other service providers and individuals in the client's life throughout enrollment in the program. This is necessary to ensure that efforts are coordinated across all environments to aid in the client's success. This also aids in eliminating duplication of effort and ensures an adequate transition plan is in place for when the client leaves the program. In order to collaborate with other providers and individuals, Easterseals North Texas requires the parent/guardian to complete a Personal Health Information (PHI) release form so that the staff can communicate with individuals outside of Easterseals North Texas. These release forms are valid for one year from completion and can be obtained through your case manager or the front desk staff.

ALTERNATIVE TREATMENTS POLICY

It is our policy at Easterseals North Texas to provide only empirical and data-based treatments to the client we serve. If a client's parent/guardian decides to participate in alternative treatments in conjunction with their ABA program we require full disclosure of other therapies, medications, and procedures. This is to allow for data collection that can be used to analyze the effectiveness of the treatment in an objective manner and assist the family in decision making. We also request that no more than one treatment intervention begin or discontinue within 1 month of each other in order to determine the effectiveness of each treatment. Easterseals North Texas reserves the right to discharge a client from services if it is determined that information that could impact a client's treatment was withheld.

CLIENT DEVICES

From time to time, families and clients bring personally owned devices such as communication boards, iPads, iPods, specialized games, etc. into therapy sessions. These devices can be used for valid therapeutic purposes as well as for preferred activities. Before any client-owned equipment/devices are brought on-site at ESNT, a release of liability form must be completed by the parent or legal guardian and must be on file at ESNT. Devices will not be allowed in therapy sessions until this document is on file. ESNT encourages parents to discuss the use of patient-owned devices with their case manager before bringing it to ESNT.

MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND NEGLECT

Texas law requires caregivers to report suspected child abuse or neglect to the Texas Department of Family and Protective Services or law enforcement. Failure to report suspected abuse or neglect is a crime. Employers are prohibited from retaliating against caregivers who make reports in good faith. Additionally, Easterseals North Texas employees are required to report suspected abuse or neglect and will follow the law should a situation arise that causes them to suspect abuse or neglect.

CALENDAR

Easterseals North Texas – Autism Treatment Program will be closed on: Martin Luther King Day, Presidents' Day, Memorial Day, Fourth of July, Labor Day, Columbus Day, and Thanksgiving Day, Christmas Eve, Christmas day, New Year's Eve, and New Year's Day. Additionally, the Association for Behavior Analysis International conference is held every year during Memorial Day weekend. Many of our staff attend this conference for professional development to help develop higher level skills and this may impact services the week prior to, and following, Memorial Day. In the event that any of our centers will be closed due to this conference, families will be notified in advance.

Please note that Easterseals North Texas does NOT close for school closings other than bad weather closings. Easterseals North Texas does not close for school holidays, in-service days, etc. Easterseals North Texas only closes for the holidays listed above. If there are other scheduled closings or cancellations in therapy (such as for a staff in-service), clients will be notified by posted notices in all Easterseals North Texas centers.

INCLEMENT WEATHER

Easterseals North Texas centers will close for bad weather if the corresponding school district closes due to bad weather (the North Dallas office follows Lewisville ISD; the South Dallas office follows Dallas ISD; and the Fort Worth office follows Fort Worth ISD). Clients are encouraged to listen to local news and weather broadcasts for lists of closings. Clients will be notified in the event that Easterseals North Texas closes if the school district does not **close**. Clients will **ONLY** be notified of a closing in the event that Easterseals North Texas closes but the school district does NOT close.

If there is a two hour delay start, the ATP centers will open two hours late. The buildings currently open at 7:30 so, in these instances, we would open at 9:30 and client sessions would not be affected for the day as the earliest sessions begin at 10:00.

In the event of after school activity cancellations, it is most likely that the 3:45-5:45 program will be cancelled but families will be notified if that decision is made.

TOILETING/ DIAPERING

Clients enrolled in the Autism Treatment Program are not required to be toilet-trained, but parents are expected to provide diapers, wipes, and creams, if needed, for clients who are not yet toilet-trained. Universal precautions will be used at all times including, but not limited to; hand washing, wearing gloves, and disposing of diapers/soiled clothing appropriately. In the event clothing is soiled, the clothing will be sent home in a plastic bag. If the client does not have a change of clothes, Easterseals North Texas' extra clothing items will be used, if available.

PHOTOGRAPHS AND VIDEOTAPING

The ATP treatment team will collect video data for each client on a regular basis. This video collection will only be viewed by ESNT team members and allows the team to track and monitor progress for each client.

If a family wishes to have a copy of a specific video, it can be requested through the Case Manager. In the event another client is in the video, due to confidentiality reasons, the request for a copy will be denied. ESNT can copy a video to a CD; however, we are unable to email videos or transfer them to a USB flashdrive.

These videos will also be used for internal training purposes for ESNT staff.

These videos are not considered to be a part of the client's medical record and will not be stored as such. Once a client discharges from the program, the videos will be destroyed within 60 days of the client's discharge date.

However, during the discharge preparation, the family will be informed if ESNT staff wish to retain any videos for internal training purposes. A release form will be provided to the family that will allow release of the materials (e.g. videos) for training purposes. Prior to signing, the family will be offered the opportunity to review the videos on site.

ESNT reviews the need to keep training videos annually. There is no guarantee training videos will be kept post discharge regardless if prior consent was given.

Each family also has the right to request that no videos be retained for training purposes. If a family makes this request, all videos will be destroyed within 60 days of the client's discharge date. Note: videos/photographs taken by the Development and Marketing team do not fall under this policy. Requests regarding videos/photographs taken in this context must be addressed directly to Development and Marketing. The ESNT staff will NOT use the videos for any marketing purposes unless the family provides a separate signed consent allowing ESNT to do so.

Photographing and videotaping by non-ESNT employees are not permitted in any Easterseals North Texas facility for reasons of client privacy and confidentiality. Any exceptions require approval of the President/ CEO or designee with a valid reason and with proper client consent. Exceptions are made, with proper client/family consent, for Easterseals North Texas Marketing and Development purposes. Clients have the right to refuse to participate in Marketing and Development activities and their decision will have no effect whatsoever on the extent or quality of services provided.

RESEARCH AND EVALUATIONS OF CLINICAL PRACTICES

Proposed research projects involving clients at Easterseals North Texas must be reviewed by the President and CEO, the VP of Therapeutic and Autism Services, and the Director of Autism Program to ensure that the human rights of the clients will be protected and that the research fits into the ATP treatment model and philosophy.

The ATP is an evidence-based program meaning that there is a specific treatment approach and philosophy based on evidence. It is the philosophy of the ATP that the procedures utilized rely primarily on established practices (practices that have been repeatedly shown to be effective in the literature); however, the use of an emerging/promising or unestablished practice is occasionally utilized but systematically evaluated and monitored very closely to ensure its effectiveness. When this occurs typically the family is asked to consent to share the data to disseminate (without identifying information) the information. Allowing or refusing to share the information will have no impact on services.

ACCEPTANCE OF GIFTS

Periodically, families and clients may want to bring small gifts for the ESNT staff (e.g. birthdays, holidays, etc.) as a symbol of gratitude. While this is a very kind and much appreciated gesture, due to ethical guidelines, ESNT staff cannot accept any gifts, including homemade and food items, from clients and/or their families regardless of the value. Families are more than welcome to donate to ESNT as an agency in lieu of giving gifts to staff if the family so wishes.

PROFESSIONALISM

Easterseals North Texas is committed to creating a safe, respectful environment that is focused on the needs of the client. Relationships between Easterseals North Texas staff members and clients are intended to set limits and clearly define a safe, therapeutic connection, putting the needs of clients first.

Professional boundaries will be maintained at all times between Easterseals North Texas staff members and clients so that appropriate services are provided. Without professional boundaries it becomes difficult to remain objective in programming decisions and clients may not receive appropriate therapy. These boundaries will be maintained during treatment and after discharge.

Dual relationships are not allowed with current or former clients. Dual relationships occur when a therapist has some form of interaction with a client outside of the therapy environment. Any personal information revealed will be relevant to the client's treatment.

Easterseals North Texas staff members may only be contacted through Easterseals North Texas phone numbers, emails or in person at Easterseals North Texas work locations. If a family needs to contact Easterseals North Texas staff members during enrollment or after discharge, they may reach out via Easterseals North Texas contact information.

SOCIAL MEDIA AND ENCOUNTERS OUTSIDE OF ESNT

To respect the privacy of ESNT clients, ESNT staff will not approach clients outside of ESNT if encountered in a public setting. Families are more than welcome to approach the staff member if desired but staff members will not initiate the interaction.

ESNT staff are prohibited from engaging in any social media relationship with clients and/or families. This is to ensure privacy as well as to respect the professional boundaries of the relationship between ESNT and the clients' family.

EASTERSEALS NORTH TEXAS INTERNAL MEETINGS

TAS collaboration meeting

On a monthly basis, the staff of the Therapeutic and Autism Services team meets to review and discuss client cases within individual programs. The purpose of these meetings is to allow an opportunity for all of the service providers within these programs to collaborate on specific cases and seek feedback from other professionals that have expertise in other service areas. These meetings include the VP of Therapeutic and Autism Services, the Director of the Autism Treatment Program, Director of the Texas Star Academy, the Director of Outreach and Training, the Director of Outpatient Rehabilitation, BCBAs from the Autism Treatment Program, BCBAs from the Texas Start Academy, Occupational therapists, Speech-Language Pathologists, Physical Therapists and Social Services.

Human Rights Intervention Committee (HRI-C)

On a monthly basis, the staff of the Autism Treatment Program meets to review and discuss client cases (e.g. data, videos, case history, etc.) with experts in the field of Behavior Analysis from the University of North Texas as well as a community member strongly involved in the Autism community. The purpose of these meetings is to allow an opportunity to collaborate and seek feedback from professionals and other individuals that have expertise in the treatment of Autism. These meetings also typically include the VP of Therapeutic and Autism Services and the Director of Outpatient Rehabilitation. A specific client's case may or may not be presented to the committee throughout enrollment but feedback received by the committee will be shared with the family as needed and applicable.

COURT ORDERS IMPACTING ENROLLED CHILDREN

Please be advised that the staff cannot refuse to release a child to the child's parent or legal guardian unless and until a court says otherwise. In the absence of a court order, both natural parents have equal rights to their child and to information about their child. Parents must provide Easterseals North Texas with a certified copy of any custodial agreements issued by a court of law. Easterseals North Texas will follow the most current copy of court orders in the child's records. Parents experiencing custody difficulties are strongly urged to keep the Director fully advised of circumstances that might affect Easterseals North Texas and their child.

ADDITIONAL HOURS IN-HOME

The Autism Treatment Program does not provide in-home therapy hours with the exception of in-home parent training as outlined above.

EVACUATION AND EMERGENCY PROCEDURES

Easterseals North Texas has procedures for fire, tornado and bomb threats, power failures, violent situations, and medical emergencies. Appointed staff members will assist you during these procedures. Evacuation maps are displayed prominently throughout the building and indicate appropriate exits to be used in case of emergency. Emergency drills are held on a regular basis. If you are present when a drill is called, staff will assist you in how to respond. Your complete cooperation is requested, as these drills are required and necessary to make ESNT as safe as possible for everyone.

PROCEDURES/FEEES FOR OBTAINING COPIES OF RECORDS

Parents/legal guardians may receive one copy of medical records free of charge on request and with appropriate consent for release as required by law. Additional copies will be provided on request; a basic document fee will be charged for these additional copies. The basic document fee will cover the first 20 pages. Additional fees, such as processing requests electronically or via other mediums, postage, or additional pages, may apply. Charges and fees will be reviewed with the parent/guardian and payment for all fees must be received before copies will be made.

This same fee schedule applies to all records released to other sources with these exceptions: necessary records will be sent to managing physicians without charge as needed for proper medical care; necessary records will be sent to schools or other therapeutic programs as needed to ensure proper coordination of services, free of charge. Some agencies will have a fee contract for records, such as the Social Security Administration, which will be used in place of this fee schedule. Records may be sent to third party payers without charge as part of the billing process, and with proper consent.

All client records or information, in any form, released to anyone for any purpose, must be requested with proper written consent for release of records if, when, and as required by law, regardless of whether there is a fee for the service or not. This pertains to individual identifying information or records, not to data or case scenarios which do not, or could not, identify an individual client, such as those used for statistical data, general marketing purposes, etc.

With consent, records will be pulled and copied in a timely manner, depending on the source of the record (such as active chart, inactive stored chart, or microfilm) and the number of pages to be copied.

Only Easterseals North Texas staff may pull and copy records and all records sent must be recorded in the client's chart. These records need to include the date on which records were released and to whom they were released. Clients have the right to request and be told which records were released and to whom.

Records may be mailed or hand delivered to the recipient in the center. Records may not be routinely faxed without prior verification by phone that the intended recipient is prepared to receive the fax. This is to ensure that only the intended person receives faxed records, in order to protect the confidentiality of the client.

SUPPORT SERVICES

Client/family education: Easterseals North Texas provides client/family education, resources, and referrals as part of the client's therapy program and on request. Client/family education services are coordinated by the child's Case Manager or referrals for similar programs in the area are made as needed.

Development and Marketing: The Development and Marketing Department of Easterseals North Texas is responsible for raising funds for Easterseals North Texas and coordinating fund-raising volunteers. Direct mail, foundation support, planned giving, and special events are Easterseals North Texas' primary ways of soliciting funds.

FAMILY OPPORTUNITIES

Families/clients as volunteers:

Easterseals North Texas welcomes volunteers who can assist with various projects or clerical tasks. Anyone interested in volunteer opportunities may call our Corporate Office at 888-617-7171 and indicate a desire to volunteer.

Publicity:

Throughout the year, the Development and Marketing Department may request that clients and families take part in publicity activities. It is the client/family's sole decision whether they will or will not participate. Client/families will be asked to sign a release indicating if they wish to participate or not. This may be changed or revoked at any time, at the sole discretion of the client/family. The extent and quality of services provided to a client/family will not be affected by that client/family's decision to participate or not. Participation is completely voluntary.

Donations:

Easterseals North Texas depends on donations in order to provide quality services to clients of varying income levels. Please contact the Development and Marketing Department for further information. A client/family's decision to donate or not will have no effect whatsoever on the extent or quality of services provided to that client/family.

COMPLIANCE

Compliance to all applicable federal, state, local laws, and internal policies regulating health care facilities and services is the responsibility of all ESNT staff. Anyone is welcome to express a concern about compliance by speaking to an ESNT Director or the VP of Therapeutic and Autism Services. They can also contact the V.P. of Compliance directly at 817-759-7942. ESNT has a process to report compliance concerns anonymously if desired, by calling the Easterseals North Texas Compliance Hotline at 1-866-203-2496 and leaving a voice mail report. Easterseals North Texas is committed to meeting our legal and policy requirements and to serve our clients in a professional, ethical manner. If this is not occurring, please report this to us so we can take action.

SMOKING POLICY

Smoking is prohibited in all Easterseals North Texas facilities in order to promote a safe and healthy environment for clients, families, volunteers, visitors, and staff.

We ask that you please respect our employees' health and safety and refrain from smoking while our employees are in your home as well.

SAFE WORK ENVIRONMENT

Easterseals North Texas seeks to provide a safe work environment free from acts and threats of violence and to respond effectively in the event such acts or threats of violence occur. Acts of violence and threats of violence, including any conduct involving the workplace or work relationships that causes an individual to have a reasonable fear for his or her safety or the safety of his or her family, friends, associates, or property, are prohibited.

Weapons are prohibited inside any property owned, leased or controlled by Easterseals North Texas, including anywhere company business is conducted, such as customer locations, client locations, trade shows, restaurants, company event venues, and so forth. Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, and explosives. These prohibitions apply to all employees, applicants, prospective employees, temporaries, volunteers, guests and/or visitors.

Possession of a weapon can be authorized by the company's president/CEO to allow security personnel or a trained employee to have a weapon on company property when this possession is determined necessary to ensure the safety and security of company employees. Only the president/CEO, or his designee, may authorize the carrying of or use of a weapon.

CONFLICT RESOLUTION

Please note that failure to comply with any Easterseals North Texas' policies may result in termination of services. Individuals concerned with the actions resulting from our policies can contact the ATP Director to request an appeal.

The Autism Treatment Program abides by the principle that problems should be resolved in a timely, non-confrontational manner. If a concern or incident arises, the case manager or Director will contact parents verbally, in writing, by e-mail or phone. Staff expects parental support in development and implementation of a plan to solve the concern.

If a concern regards a broader issue than a child, a classroom incident, a teacher directly, or is generally program related, the Director should be contacted.

Misunderstanding may occur if the problem is not first investigated at the source. Personal issues are not appropriate items with which to approach other staff members or parents. To appropriately resolve concerns, please communicate within the outlined measures.

Easterseals North Texas
Programs & Services

APPLIED BEHAVIOR ANALYSIS (ABA) SERVICES for CLIENTS with AUTISM – individualized treatment plans are created by Board Certified Behavior Analysts that are based on the principles of applied behavior analysis and vary based on the needs of each client and their family. The following ESNT programs utilize ABA therapy:

- *Autism Treatment Program* – Clinic-based program for client ages 2 through 15 who have been diagnosed with autism spectrum disorders or are at risk for a diagnosis. Program includes one-to-one treatment, small group therapy, and parent training and is offered in collaboration with the University of North Texas in Denton. Locations in North Dallas, South Dallas, and Fort Worth.
- *Child Development Center* – A fully inclusive, Walden replicated (Emory University) preschool program open to both client with autism and typically developing client ages 12 months to 6 years focusing on language, engagement, and social skills. Located in Grapevine.

CLASS CASE MANAGEMENT – case managers ensure that client and adults who qualify for this Medicaid waiver program receive all the supports needed for them to remain in the communities where they live rather than in institutions. Service plans are based on each individual's unique situation and personal choices, and may include attendant care, transportation assistance, durable medical equipment, home or vehicle modifications, and traditional and specialized therapies.

EMPLOYMENT SERVICES – matches skills and interests of job seekers with disabilities with their best opportunities for success in the workplace through exceptional relationships with local employers and by providing focused, personal support and long-term follow-up for the employees.

HOMEMAKER SERVICES – in-home helpers perform light housekeeping tasks to help ensure a safe and healthy living environment for people with disabilities and other special needs.

OUTPATIENT REHABILITATION - client and adults with disabilities are evaluated and receive occupational therapy, physical therapy and speech-language therapy to improve their functional skills. Therapy services are available to those with and without insurance, although availability varies by site.

PERSONAL ASSISTANT SERVICES – in-home help with bathing, grooming, dressing, eating, mobility, and other personal tasks enables client and adults with physical and intellectual disabilities to live in their own homes rather than in nursing homes.

RESPIRE CARE SERVICES – primary caregivers for adults with disabilities get a temporary break from their responsibilities when trained professionals briefly take over the role. Usually only a few hours each week or month, this short-term break can improve the caregiver's emotional and physical well-being, reduce stress and enhance the quality of life for both the caregiver and the recipient.

DISABILITY BENEFITS SERVICES – adults receiving Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits learn about the financial and medical incentives for returning to work or obtaining employment, so that they can make informed decisions.



**Easterseals North Texas
Acknowledgement of Receipt:
Autism Treatment Program
Client and Family Handbook**

This acknowledges that I have been given the Easterseals North Texas' Autism Treatment Program Client and Family Handbook on the date listed below. By signing below, I acknowledge that it is my responsibility to read and understand the policies contained within this handbook and I will comply with the policies and any modifications or revisions.

By signing below, I also acknowledge that failure to comply with any Easterseals North Texas' policies may result in termination of services. Individuals concerned with the actions resulting from our policies can contact their Program Director to request an appeal.

While all parts of this handbook are important and relevant to your child's enrollment in our program, there are certain sections we need specific acknowledgement of reading. Please initial next to each statement below:

_____ I understand that if I have any questions or concerns regarding any of the policies contained within this handbook, that I can ask the Program Director for clarification and/or rationale.

_____ I understand and agree to comply with the terms of the attendance policy as outlined in this handbook.

_____ I acknowledge that I have read and understand the policy on Photographs and Videotaping.

Parent/Guardian Name (Printed)

Client Name

Parent/Guardian Signature

Date