

CLIENT HANDBOOK



CONNECTPLUS
Therapy

connectplustherapy.com | 856-827-7630 | info@connectplustherapy.com



Welcome to Connect Plus Therapy, often referred to as Connect Plus or CPT. We are delighted that you have joined our family and hope that this handbook will give you a clear picture of our mission, policies, procedures, and what to expect during services.

Please remember, this handbook cannot cover every eventuality. Its purpose is to summarize and/or highlight current policies and procedures. Connect Plus Therapy reviews its policies and procedures periodically and they are subject to change at the company's sole discretion, and without advance notice. In the event of a dispute between verbal communication and this handbook, the Parent Handbook shall govern.

Connect Plus is a **"People First"** organization. We care about our teams as a whole, including our clients, their families and communities, assigned providers, and supporting staff. We provide "therapy with heart", not measuring the headcount, but the heart count.

Connect Plus believes in a **"Flexible Mindset"** as it enables us to find creative solutions for any challenges that may arise and supports the teaching approach we have for our clients and families as a life skill worth having.

Connect Plus **"Wants to Make a Difference"** and encourages everyone involved in the care of our clients to be that person contributing towards building something great. No matter how small or great, we believe that every supportive task, gesture, or action will make a difference in someone else's life.

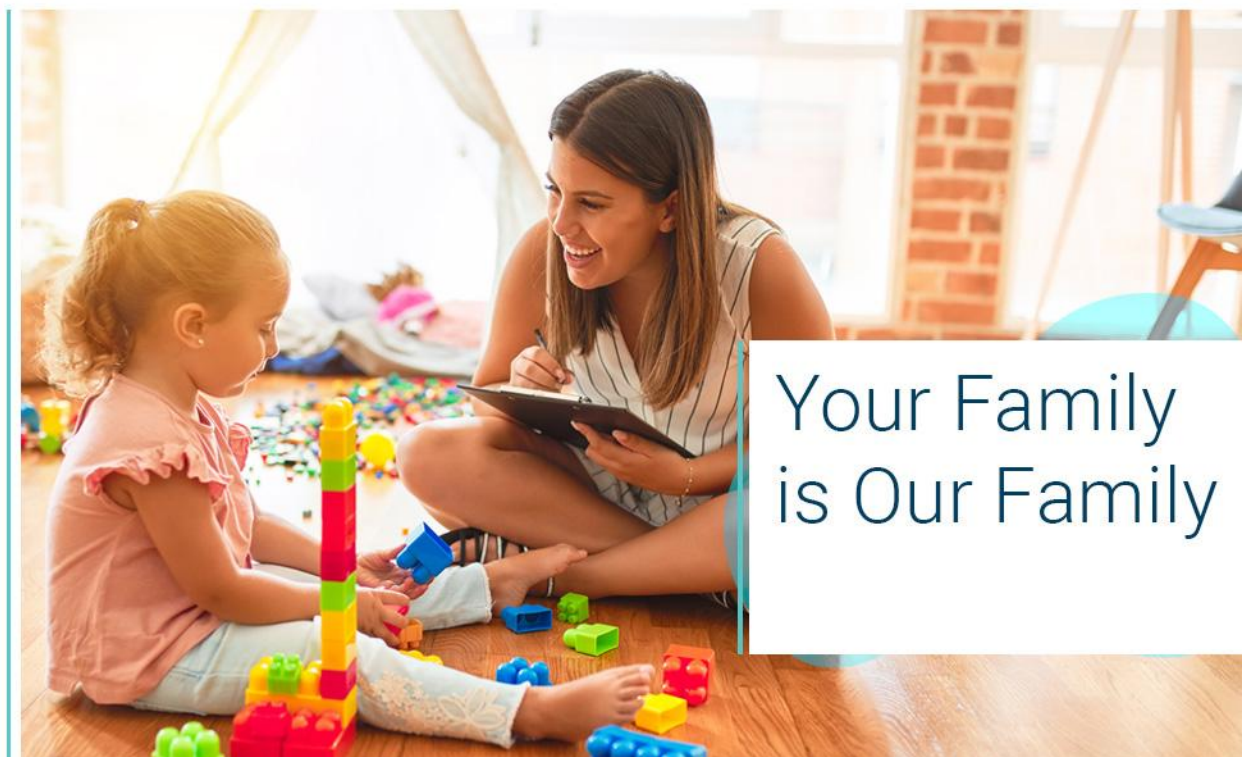
Connect Plus practices the **"Ability to Act Autonomously"**, allowing everyone the space to make rational and informed decisions within the lines of our company's values, policies and procedures.



Therapy with Heart

We provide compassionate, high-quality Applied Behavioral Analysis (ABA) services that focus on the overall quality of life for our clients and their families. We value the relationships we develop with families and provide a naturalistic approach to support each individual's needs.

We strive to help clients reach their greatest potential using data-driven, evidence-based, and developmentally appropriate practices, to create and promote a difference in our community and the world.



Your Family
is Our Family

Contact & Location Information	6
Programs	8
Applied Behavior Analysis (ABA)	8
Occupational Therapy (OT)	8
Speech-Language Pathology (SLP)	8
Counseling & Social Work	9
Parent Training	9
Direct Care	10
Supervision	10
Telehealth	10
Early Childhood Program (ECP)	11
Summer Camp	11
Social Skills Groups (SSG)	12
Adult Program	12
Staff Roles	13
Behavior Technician (BT)	13
Board Certified Behavior Analyst (BCBA)	13
Case Manager	13
Certified Occupational Therapist Assistant (COTA)	13
Clinical Director (CD)	14
Clinical Supervisor (CS)	14
Intake Coordinator	14
Licensed Clinical Social Worker (LCSW)	14
Occupational Therapist (OT)	14
Quality Assurance Officer	14
Registered Behavior Technician (RBT)	14
Speech and Language Pathologist (SLP)	15
Training Supervisor	15

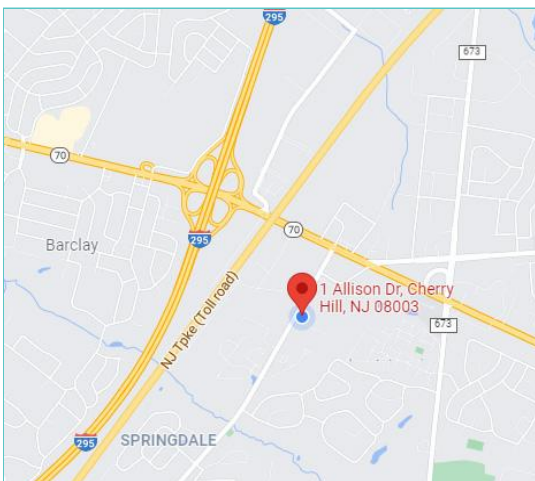
Policies, Procedures, & Regulations	16
Sessions	16
Place of Service and Work Environment	17
Community Outings	18
Transportation	19
Scheduling	19
Call-Outs & Cancellations	20
Inclement Weather	21
Sick Policy	22
Medication, Emergencies, and Crisis	23
Mandated Reporter	24
Non-Discrimination	25
Access to Care	27
Provider and Program Integrity	27
Coordination of Services	28
Client Rights	29
Privacy Rights	29
Grievance	29
Medical Records	30
Discharge and Transition	30
Client Responsibilities	32
Paperwork	32
Treatment Compliance	32
Financial and Insurance Obligations	32
Connect Plus Property	32
Acknowledgment	33

Over the course of our intake process your intake coordinator or case manager will have shared a Contact Flow Chart for your location. This will provide you with the specific contact details for our staff and each department.

Primary Contact: 856-827-8630 | contact@connectplustherapy.com

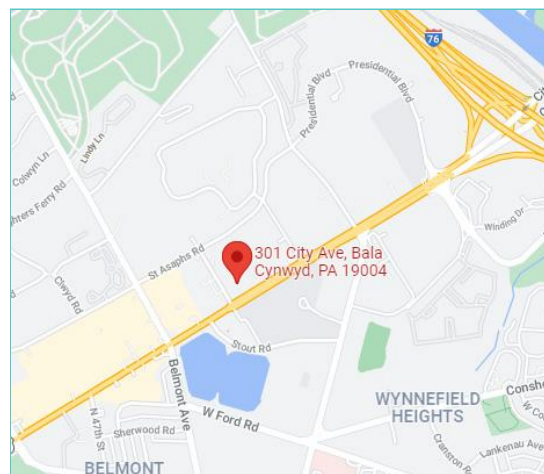
Cherry Hill

- 1 Allison Dr., Cherry Hill, NJ
- 856-827-8630 (option 1)



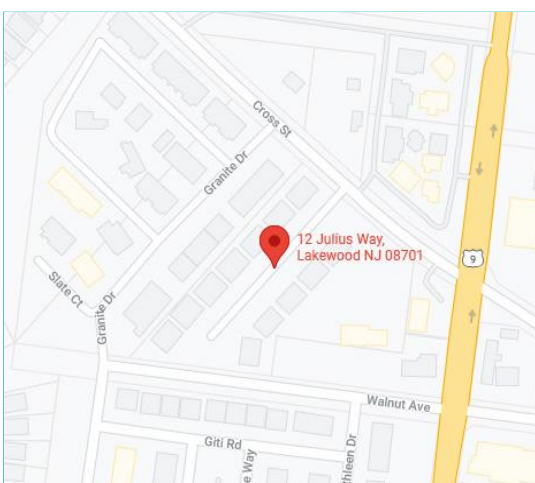
Bala Cynwyd

- 301 City Ave., Ste. 210, Bala Cynwyd, PA
- 856-827-8630 (option 3)



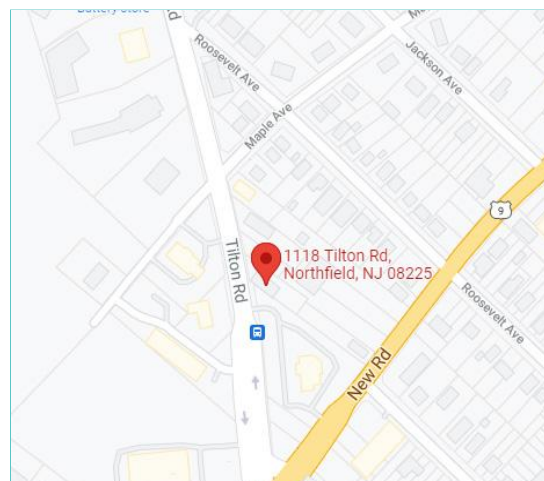
Lakewood

- 12 Julius Way, Lakewood, NJ
- 856-827-8630 (option 2)



Northfield

- 1118 Tilton Rd., Northfield, NJ
- 856-827-8630 (option 4)



Cherry Hill - Available Services

- At-Home ABA Therapy
- In-Clinic ABA Therapy
- In Your Community ABA Therapy
- Early Childhood Program
- Social Skills Groups
- Adult Groups
- Parent Training
- Summer Camp
- An In-House Family Support Team
- Sensory Gym
- Daily Living Rooms
- 1-to-1 Clinical Rooms
- Adherence to all CDC guidelines

Bala Cynwyd - Available Services

- At-Home ABA Therapy
- In-Clinic ABA Therapy
- In Your Community ABA Therapy
- Early Childhood Program
- Parent Training
- An In-House Family Support Team
- Sensory Gym
- 1-to-1 Clinical Rooms
- Adherence to all CDC guidelines

Lakewood - Available Services

- At-Home ABA Therapy
- In-School ABA Therapy
- In Your Community ABA Therapy
- Early Childhood Program
- After School Programs
- Parent Training
- Social Skills Groups
- An In-House Family Support Team
- Adherence to all CDC guidelines

Northfield - Available Services

- At-Home ABA Therapy
- In-Clinic ABA Therapy
- In Your Community ABA Therapy
- Parent Training
- An In-House Family Support Team
- Adherence to all CDC guidelines



We offer a variety of services to help meet the needs of your loved one.

Applied Behavior Analysis (ABA)



Applied Behavior Analysis (ABA) is an evidence-based treatment based on the science of learning and behavior. ABA applies our understanding of why behavior occurs to real-world situations. This methodology works to increase helpful behaviors and decrease those which are harmful or detrimental to your child's development and growth.

Occupational Therapy (OT)



Occupational therapy is the profession that helps people across the lifespan to complete daily activities (occupations) despite sensory or physical barriers.

Note: OT is only available in selected locations.

Speech-Language Pathology (SLP)



Speech therapy is the profession that helps people across the lifespan to improve their communication skills despite cognitive or even physical barriers as they relate to speech.

Note: Speech Therapy is only available in selected locations.

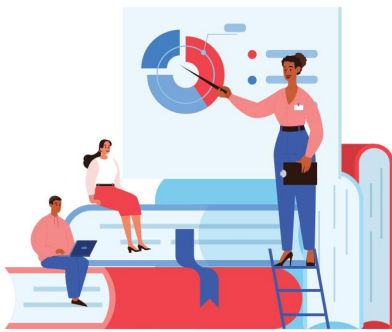
Counseling & Social Work



Counseling empowers individuals, families, and groups to accomplish mental health, wellness, education, and career goals. Social work helps navigate the healthcare and educational system.

Note: Counseling/Social Work is only available in selected locations.

Parent Training



The insurance companies that we work with require parent/caregiver training as a condition of authorization for medically necessary ABA. Insurers also require goals and data reporting from these parent/caregiver trainings, in addition to the client’s goals.

During parent/caregiver training sessions, we as providers are able to share knowledge of behavioral concepts and strategies to improve your child’s life. When parents consistently utilize behavioral techniques at home that mirror those utilized during ABA sessions, your stress should be greatly reduced over time and your child is able to make progress.

Direct Care



Direct care describes the face-to-face interaction (in-person, video-call) providing the therapeutic contact necessary to achieve treatment goals.

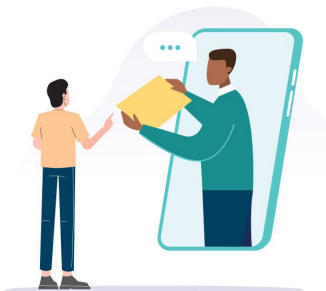
Supervision



Supervision is the general term used to refer to the tiered oversight of all clinical staff.

- BTs/RBTs receive supervision from BCBA's on all cases they are assigned to; BTs/RBTs may not provide services without an assigned supervisor who regularly checks in.
- Clinical Supervisors, who are BCBA's as well, oversee our BCBA's assigned to our clients.
- Our Training Supervisor is another BCBA who provides initial and continuous training for our BTs/RBTs, BCBA's, and BCBA graduate students.
- The Clinical Director, is a BCBA as well, overseeing our Clinical Supervisors, Training Supervisor, and BCBA's.

Telehealth



Telehealth allows providers to deliver direct care services remotely by the means of telecommunications technology.

EARLY CHILDHOOD PROGRAM



Early Childhood Program (ECP)

The Connect Plus Early Childhood program is a therapeutic program for children aged 2-5 years old. Students focus on building relationships and socialization, as well as strengthening communication, and receive individualized treatment plans developed for a group setting to help actualize their potential. Each class is led by a Board Certified Behavior Analyst and supported by behavior technicians and instructional assistants.

Note: ECP is only available in select locations.

SUMMER Camp



Summer Camp

Camp Connect is our summer camp offered annually that focuses on your child's progress in a summer day camp setting.

Note: Camp is only available in select locations.

Social Skills GROUPS



Social Skills Groups (SSG)

Our social skills groups teach play, communication, social, and other skills within the framework of applied behavior analysis in a natural setting.

Note: SSGs are only available in select locations.

ADULT VOCATIONAL PROGRAM



Adult Program

Our adult vocational program addresses the urgent need for a placement for adults with autism, who have either graduated from school or are transitioning out of school. We will help your young adult work towards gaining increased independence by building self-care, employment, social, communication, and behavioral skills.

Note: Adult programs are only available in select locations.

STAFF

Roles & Responsibilities



Behavior
Technician (BT)

The person responsible for implementing all programming and strategies set forth and coordinated by BCBA.

Board Certified
Behavior Analyst
(BCBA)

Person responsible for the management of the case, treatment planning, data collection, staff supervision, and parent training.

The [BACB](#) is the organization that creates the criteria for becoming a BCBA, they define a BCBA as the following:

The Board Certified Behavior Analyst® (BCBA®) is a graduate-level certification in behavior analysis. Professionals certified at the BCBA level are independent practitioners who provide behavior-analytic services.

Case Manager

Person responsible for parent/guardian outreach and ongoing support during service delivery.

Certified
Occupational
Therapist
Assistant (COTA)

A COTA assists the OT with the execution of the treatment plan, providing services under the supervision of an Occupational Therapist (OT).

Clinical Director
(CD)

Person responsible for the supervision of all BCBA's, RBT's, and Behavior Technicians and provides oversight of all cases for logistics, staffing, and treatment decisions.

Clinical
Supervisor (CS)

Person responsible for treatment integrity, performance evaluations for assigned BCBA's, RBT's/BT's, and oversight of the assessment process.

Intake
Coordinator

Person responsible for orientation and guidance during the intake process.

Licensed Clinical
Social Worker
(LCSW)

A LCSW is a master's degree/doctorate level professional in psychotherapy who provides support with a variety of mental health and daily living problems to improve overall functioning.

Occupational
Therapist (OT)

An OT is a master's degree/doctorate level health care professional specializing in occupational therapy using scientific bases to promote the ability to fulfill daily routines and occupations.

Quality
Assurance
Officer

Person responsible for monitoring and reviewing various aspects of operations and outcomes to ensure quality services are provided. This person also oversees compliance with applicable licensing and accreditation standards.

Registered
Behavior
Technician (RBT)

A person who has received certification for implementing all programming and strategies set forth and coordinated by a BCBA.

The [BACB](#) is the organization that creates the criteria for becoming an RBT, they define an RBT as the following:

The Registered Behavior Technician® (RBT®) is a paraprofessional certification in behavior analysis. RBTs assist in delivering behavior analysis services and practice under the direction and close supervision of an RBT Supervisor and/or an RBT Requirements Coordinator, who are responsible for all work RBTs perform.

Speech and
Language
Pathologist (SLP)

A SLP, often referred to as a speech therapist, is a master's degree/doctorate level health care professional specializing in speech, language, cognitive-communication, and swallowing disorders.

Training
Supervisor

Person responsible for initial and ongoing staff training, including in-office and field training with clients.

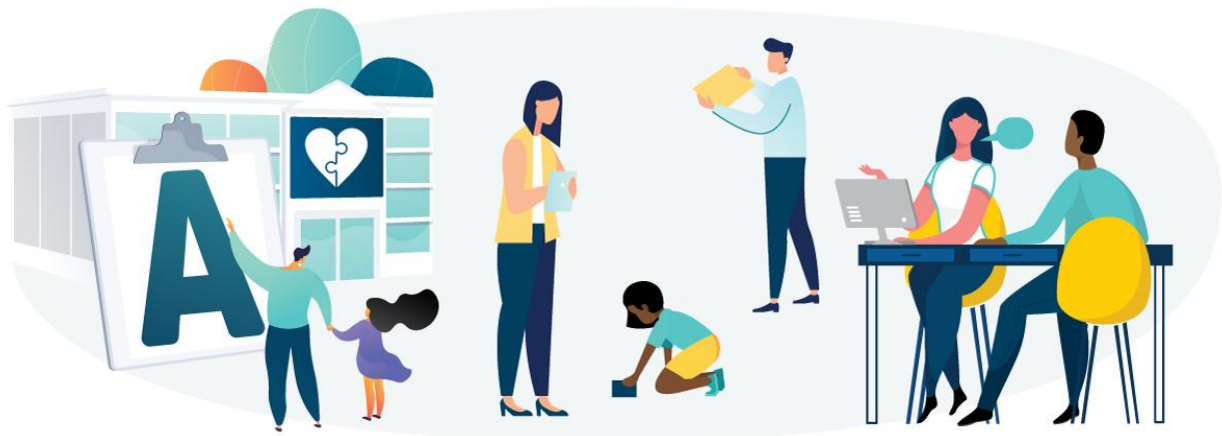
Sessions

1. Sessions can take place within the home, center, private school, daycare, and community-based outings.
2. A Parent, legal guardian, or responsible adult must be in the home when therapy is being provided. An authorized caregiver must be 18 years or older. Connect Plus cannot provide services without a parent, legal guardian, or responsible adult in the home. This includes home programs and parent training.
3. Regularly scheduled session times must be used to implement the specific goals identified in the assessment that is developed for each client.
4. Connect Plus providers are not obligated to work with siblings. It is at the discretion of the provider to include a sibling in a session.
5. Requests for Connect Plus providers to participate in alternative activities with their client, such as a family event, birthday party, or medical appointment must be submitted in advance to your Case Manager.
6. If the parent, legal guardian, or responsible adult must leave the home at any time, the session must stop.
7. Providers cannot wait in the home while the parent, legal guardian, or responsible adult is not present.
8. If the break results in only a brief interruption (less than 15 minutes), providers may wait in their car and continue the session upon return. After 15 minutes the rest of the session will be canceled.
9. In general, every interruption of services of 7 or more minutes must result in a session break (billing stops).
10. Providers must wait 15 minutes if the client is not present at the session start time. After 15 minutes the session is considered canceled by the family.
11. Periodic videotaping of sessions may help assess the progress of the client, to assist with training providers and skill modification purposes. Videotaping is to be done only by Connect Plus staff. The videos are for internal use only and are not used for marketing purposes. Parents or legal guardians may request a copy of the video.



Place of Service and Work Environment

1. Connect Plus facilities are not peanut-free however, we provide accommodations for our clients and staff members with allergies. Please contact your Scheduler (depending on location)/Case Manager for more information.
2. Connect Plus uses video surveillance in clinic spaces for the safety of our clients and staff and to ensure treatment integrity.
3. Connect Plus staff is CPR trained and First Aid Kits/AEDs are available in our facilities.
4. Connect Plus conducts several safety drills throughout the year and adheres to all applicable mandatory building codes and regulations.
5. Connect Plus is dedicated to ensuring a drug-free environment. Involvement with drugs and/or alcohol can be extremely disruptive and can adversely affect the quality of services provided, pose serious safety and health risks to the user and others, and compromise professional judgment, work efficiency, and productivity.
6. Connect Plus does not condone and will not tolerate illegal drug use or abuse of alcohol or any other illegal controlled substances within our facilities and providers are required to report such activities within other places of services (e.g. home session) to their Supervisor.
7. Smoking is prohibited in any area of Connect Plus' facilities or offices.
8. Connect Plus prohibits workplace violence and will take prompt action against any employee, client, parent, legal guardian, or responsible adult who uses threatening language, engages in threatening behavior or acts of violence, and/or creates an intimidating, threatening, hostile, or dangerous work environment. Such actions may include but are not limited to, notifying the police or other law enforcement personnel.
9. Firearms or other weapons are prohibited on Connect Plus's premises, including company or provider's personal vehicles while on Connect Plus business.



Community Outings

1. Connect Plus Therapy has agreed to provide reinforcement of established goals through community outings. This may be done as part of the client's program or parent training services.
2. Parents or legal guardians must request a community outing by contacting their Scheduler (depending on location)/Case Manager.
3. All community outings must be therapeutic in nature to be approved.
4. A Parent, legal guardian, or responsible adult is not required to be present for the outing, but they are responsible for transportation (if not provided by Connect Plus) and financial requirements for the outing. These financial requirements include, but are not limited to all admissions, necessary equipment for the outing purchases for the client, parking, tolls, and mileage (if transportation is provided by Connect Plus).
5. If a parent, legal guardian, or responsible parent is not present for the outing and/or not transporting, the applicable waivers must be completed before the session takes place.
6. Any special circumstances specific to community generalization will be documented.
7. Any community outings or recreational programming that is integrated into the goals must follow all Connect Plus procedures regarding the type of activity, presence of a parent, legal guardian, or responsible adult, and authorized caregiver throughout the activity, and transportation arrangements.
8. Due to the inherent risk of injury to the client or providers, participation in the following activities require prior approval from the Scheduler (depending on location)/Case Manager: swimming or use of hot tub or spa, horseback riding, a climbing wall, zip line, other outdoor "adventure equipment," and amusement park rides.
9. The Connect Plus provider retains the right to determine if the designated activity meets standards and safety for the program.



Transportation

1. Transportation of clients by Connect Plus staff members requires a signed waiver from the parent/legal guardian.
2. If transportation of the client is required at any time during the provision of home services, the parent/legal guardian or responsible adult will need to make the arrangements. The provider is not allowed to take a child in their automobile or a Connect Plus vehicle without prior permission from the Scheduler (depending on location)/Case Manager and a signed waiver from the parent/legal guardian.

Scheduling

1. Parents/legal guardians are to address all scheduling changes and requests for time or day modifications directly with the Scheduler (location dependent)/Case Manager.
2. Connect Plus will assign staff at the beginning of services and will make every effort not to modify staff assignments unless necessary.
3. Changes that are a result of events such as staff departure, long-term illness, and changes in the scheduling of a staff's academic courses may occur.
4. Parents/legal guardians may request specific staff, but Connect Plus is not obligated to honor that request.
5. All schedule changes, such as times and days, must be discussed with the Scheduler (depending on location)/Case Managers. While we recognize the need for a certain amount of flexibility regarding the provision of home program services, providers do not have the authority to modify their schedules without supervisory pre-approval and agreement from the family. Parents/legal guardians and providers must follow the outlined procedures for requested changes in their schedules.



Call-Outs & Cancellations

1. If a provider cancels a session, the provider will offer the family a make-up session within the same month. Both the family and the provider should be in agreement with the time frame.
2. Hours are made up by extending future sessions by a time increment, when possible, or adding additional service days in a week, when possible.
3. Providers are required to call out 24 hours before a session start time, when possible, to allow the Scheduler (depending on location)/Case Manager to arrange appropriate coverage.
4. Providers must call the family to notify them if they will be seven or more minutes late to a session.
5. Holiday services are optional on federal holidays. Clients and providers can determine on a case-by-case basis if services will take place and inform the Scheduler (depending on location)/Case Manager.
6. Please notify the Scheduler (depending on location)/Case Manager at least two full weeks in advance of any upcoming family vacation.
7. For known cancellation of services, the parent, legal guardian or responsible adult should contact the Scheduler (depending on location)/Case Manager via email. Cancellations within 24 hours or outside of business hours (i.e. weekends, holidays) should be communicated via phone call to the Scheduler (depending on location)/Case Manager
8. For no-shows, late shows (after 15 minutes of the session start time), and cancellations (within 12 hours of the start time of the session), you will be charged a \$25 fee, with the exception of medical emergencies or sudden sickness. A credit card will be kept on file to charge this fee, as needed. Connect Plus will waive this fee for the first incident once every calendar quarter to accommodate unforeseen, non-medical emergencies or sickness-related events. **Please note: This fee does not apply to Medicaid/IBHS clients.**



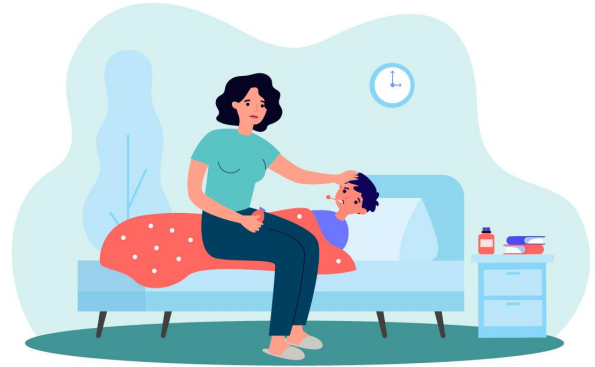
Inclement Weather

1. Connect Plus' top priority is the safety of our clients and staff and therefore providing and receiving services during inclement weather episodes is always at the discretion of our staff and clients.
2. Connect Plus makes the decision to open or close our centers based on the following factors, but not limited to:
 - Weather forecast
 - Road conditions
 - Storm timing, trajectory, and projection
 - Precipitation
3. Connect Plus will inform clients and staff about possible delays, openings, and closings in advance to allow for necessary arrangements. A final decision will be communicated no later than 6.30 am the day of the inclement weather event.
4. Connect Plus Therapy will send information via email and text message regarding openings, closures, or delays. Please make sure to keep your contact information up-to-date.
5. Transportation may not be available or limited during inclement weather episodes.
6. If weather conditions worsen while services are in place at our centers, we reserve the right to have an early dismissal. This information will be sent via our texting system.
7. Home, community, and other facilities (e.g. daycares, private schools) sessions are always at the discretion of our providers as weather conditions may vary based on the place/location of services.



Sick Policy

1. Parents or Legal Guardians are asked to use the same guidelines used in a school. If a child is too sick to attend school, they are too sick to participate in their therapy session.
2. Services can resume once the client is symptom-free for at least 24 hours without the use of medication.
3. If a child is sick, the session must be canceled in advance (please see the [Call-Outs/Cancelation](#) section).
4. If a provider arrives at the home and the child is sick, the session will be canceled.
5. This policy also applies to household members who will have direct contact with the provider while services are occurring in the home.
6. Clients arriving at our centers or falling sick during their time of service will be sent home and the session will be canceled or ended.
7. Connect Plus' Covid-19 policy supersedes this sick policy. <http://www.connectplustherapy.com/covid/>
8. Illnesses/Symptoms include, but are not limited to



Illnesses	Symptoms
Mumps, Measles, Chicken Pox	Temperature Above 100.4 Degrees
Pinworms, Lice	Vomiting, Discolored Discharge
Communicable Disease	Diarrhea
Pink Eye; Hand, Foot & Mouth Disease	Rashes
Strep Throat, Flu, Cold, Covid-19	Dizziness

Medication, Emergencies, and Crisis

1. Connect Plus providers do not administer medication. Exceptions will be addressed on a case-by-case basis.
2. Some programs and activities may require medical forms to be completed by the client's physician.
3. Connect Plus staff must take appropriate steps in the event of an allergic reaction, such as administering a medicine called "epinephrine" that will be provided in advance by the parents, legal guardians, or responsible adult.
4. In the event of a medical emergency, parents, legal guardians, or responsible adults will be notified immediately. In extreme situations, 9-1-1 will be called.
5. Please complete the Emergency contact information form and report any changes to the Scheduler (depending on location)/Case Manager.
6. Providers must document all incidents and immediately contact their Supervisor.
7. In a behavioral crisis, with escalated client behaviors to a frequency and/or intensity that may present a danger to himself/herself and/or others present, the following steps will be followed by the providers:
 - a. Take steps to make sure the client and others are safe. This may include creating spacing, increasing your distance between the child and others if his/her behaviors are directed at others, and minimizing all verbal and/or physical interactions that may further escalate these unsafe behaviors.
 - b. Document the incident and collect additional data.
 - c. Contact Supervisor to discuss and determine appropriate next steps.
8. If safety cannot be maintained through de-escalation techniques, SafetyCare physical management techniques may be implemented by CPT providers who have been trained in SafetyCare. This may include blocking and/or use of holds/physical restraints.



Mandated Reporter

Connect Plus Therapy seeks to provide a safe and secure environment for the children who participate in our programs and activities. Staff and volunteers are required by law to report suspected child abuse or neglect immediately. No Supervisor can override a provider's decision to report suspected child abuse or neglect under the Mandated Reporter laws nor can they retaliate for making such a report. If there is an immediate danger, 911 will be called.

All employees have been instructed that any unusual incident must be documented through an incident report and or child abuse report form. In addition, the incident or abuse must be reported to the Supervisor immediately. If applicable, the responsible State agencies will be notified.



Reportable concerns under Mandated Reporting laws include, but are not limited to:

- a. Indications that a child is not being fed, is not properly dressed, is improperly supervised, or whose physical needs are not being met.
- b. Unexplained injuries, injuries that are inconsistent with reported incidents, repeated injuries, or injuries that regularly appear after absences, weekends, or vacations.
- c. Behavioral indicators such as fear of certain individuals, change in demeanor, change in appetite, age-inappropriate behavior, etc. that are unrelated to the child's diagnosis or condition for which they are receiving services.
- d. Illegal activities taking place or suspected to take place in the presence of children.
- e. Child verbalizing any of the above incidents happening.

The family may also contact Child Protective Services at any time regarding concerns of unusual incidents, abuse, or neglect.

NJ Hotline 1-877-NJABUSE (652-2873)

PA Hotline 1-800-932-0313

Connect Plus is committed to assuring all staff and clients are able to receive and provide services in an environment free of discrimination. Clients will have access to services without regard to race, color, sex (including pregnancy and parenting status), religion, national origin, disability, age, sexual orientation, gender identity, marital status, veteran status, genetic information, and any other quality or characteristic protected by applicable law. Likewise, clients are to treat staff equally without regard to any of the characteristics mentioned above.

Connect Plus expressly prohibits any form of unlawful harassment or discrimination based on any of the characteristics mentioned above or any other factor applicable by law.

Discrimination or harassment against any client on any of these bases is prohibited.

- Should a parent, legal guardian, or responsible adult feel they have been the subject of any such behavior, this is to be immediately reported to the provider's Supervisor. If the parent, legal guardian, or responsible adult is uncomfortable reporting to either of these employees, they may contact the Quality Assurance Officer at compliance@connectplustherapy.com.
- Connect Plus will conduct an investigation, discussing the concern with the appropriate individuals, to determine what happened and, if necessary, what resolution is required to ensure there are no further incidents.
- Discrimination or harassment against any staff on any of these bases is prohibited.
- Staff who feel they have been the subject of such behavior should immediately notify their Supervisor. The Supervisor will discuss the concern with the parent, legal guardian, or responsible adult and any other potential witnesses to determine what happened and, if necessary, what resolution is necessary to ensure there are no further incidents.
- Staff working in community settings, such as schools, are to be free from any harassment or discrimination from the staff in those settings. Any concerns or complaints will be brought to the attention of leadership in those facilities. Repeated issues may result in a decision to discontinue our services in that setting.

Connect Plus will not engage in or tolerate unlawful discrimination in any manner or form whatsoever. Any client, parent, legal guardian, or responsible adult who discriminates against staff unlawfully (including any form of unlawful harassment) will be subject to discharge from services. Any staff who discriminates against staff unlawfully (including any form of unlawful harassment) will be subject to disciplinary action, up to and including termination of employment.

The Company will not allow any form of retaliation against individuals who raise issues of discrimination. Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process. "Adverse conduct" includes but is not limited to:

- Shunning and avoiding an individual who reports harassment, discrimination, or retaliation.
- Express or implied threats, or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation.
- Denial of services without valid reason or purposefully making access to services unnecessarily difficult.
- However, if an investigation reveals that a complainant under this policy knowingly or maliciously falsely accused another person of harassment, the complainant will be subject to action, up to and including discharge from services or termination of employment.

Access to Care

Connect Plus will provide services with the approval of a licensed medical professional. A medical referral is a requirement for the provision of ABA and other related services.

Connect Plus ensures that all clients have equal access to care and does not discriminate against individuals with disabilities.

Connect Plus will make reasonable accommodations for known disabilities unless undue hardship on the operation of the business would result.

Translator services may be requested at the time of intake and Connect Plus will attempt to accommodate such needs as quickly as possible.

This may include hiring a specific interpreter or recruiting bilingual staff if our current providers do not speak the client's primary language.

The specific role of services will vary depending upon the individual client and family needs. Connect Plus shall work with the family to create an appropriate program.



Provider and Program Integrity

Connect Plus supervising providers may conduct occasional unscheduled visits to ensure treatment integrity. Also known as procedural fidelity, treatment integrity is the extent to which programs are implemented in a manner consistent with the way they were intended and trained to be implemented by the supervising provider.

Connect Plus will ensure that all providers act with the utmost integrity and the services are provided with the highest standards possible. In order to meet this expectation, there are certain policies that must be followed:

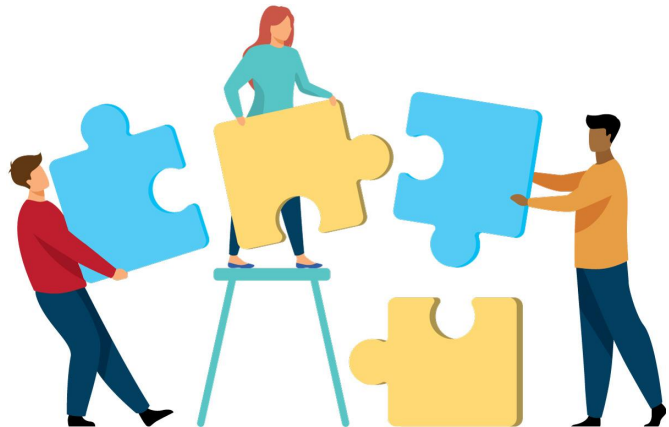
- Providers may not serve in dual roles that might impair their ability to make objective and fair decisions. This would include providers having personal relationships with current clients, so such relationships are prohibited.
- Connect Plus will not provide any type of compensation or incentives (including cash or anything of monetary value) for referring others to us for services.



- Connect Plus will not offer any type of compensation (including cash or anything of monetary value) to our clients for their participation in our services.
- The Director of Clinical Operations will serve as the company's Ethics Officer to ensure that all services are provided in accordance with the Code of Ethics and that all staff adheres to required ethical guidelines.
- Connect Plus will act in the best interest of our clients to prevent any interruption or disruption of services. This includes ensuring there is an adequate period of notification and transition if services are discontinued.
- Connect Plus will ensure that parents, legal guardians, and responsible adults are given the opportunity to be part of the treatment planning process and the implementation of the treatment plan.
- Connect Plus will not make significant changes to the treatment plan without notifying the parent or legal guardian.

Coordination of Services

Connect Plus Therapy will coordinate services with other providers and maintain a list of community resources that provide behavioral health services. The list is available upon request by a parent, legal guardian, or responsible adult and includes the name of the program or organization, description of the services provided, and address and phone number of the program or organization. Connect Plus updates the community resources list annually.



Related services (ABA, OT, SLP, PT) covered by the same payor (insurance) cannot be provided at the same time unless written authorization is issued by the payor.

Connect Plus providers can support clients during non-related medical services, such as emergency room, urgent care, dental office, or Primary Care Manager visits.

All communication between Connect Plus and third-party providers/entities must be authorized by the client, parent, or legal guardian by completing a "Consent to Release Information" form.

Privacy Rights

Connect Plus is dedicated to ensuring that we protect the privacy rights of our clients. As such, procedures are in place to ensure compliance with HIPAA laws and regulations. Systems that are used for creating and maintaining client documentation are HIPAA compliant and all staff are trained on HIPAA policies and procedures. Parents and legal guardians are provided a copy of Connect Plus Therapy's HIPAA Notice of Privacy Practices at intake.



No information will be released without a properly signed authorization. Such authorizations will need to be renewed periodically to ensure they are still valid. Parents and legal guardians may revoke any release authorization at any time simply by notifying the case manager.

Communications will take place via HIPAA-compliant platforms, such as Central Reach. Telehealth, if utilized, will only be conducted via HIPAA-compliant programs. Providers are not allowed to discuss protected client information where others may hear, so at times they may ask to call you back when they can speak freely.

Should you feel HIPAA rights have been violated, please contact the [Compliance Officer](#) to file a complaint.

Grievance

Parents, legal guardians, responsible adults, and staff should be respectful and courteous to each other. If there are any problems or concerns, please respond appropriately (ex: calm voice with rational and respectful language).

If a parent, legal guardian, or responsible adult has any concerns regarding any incidents involving providers during a home session, the provider's Supervisor should be contacted immediately.

A parent, legal guardian, or responsible adult should contact the provider's Supervisor if any concerns regarding the performance of Connect Plus providers shall arise.

Providers are required to report any incidents in the home and communicate any concerns or problems to their Supervisor.

In necessary instances, a meeting between the client, parent, legal guardian, responsible adult, and the Supervising team will take place to discuss expectations of services and to implement a plan of action to resolve any issues.

A parent, legal guardian, or responsible adult has the option to contact the appropriate licensing or accreditation entity for the program should they be dissatisfied with Connect Plus' response to a grievance.

Medical Records

Connect Plus Therapy must retain client documentation for a period of seven years. These records include but are not limited to intake paperwork, consent forms, authorizations, data collection, incident reports, and treatment plans.

Parent and legal guardians have access to treatment plans, collected data, and session notes via their [Central Reach parent portal](#).



Discharge and Transition

Connect Plus' priority is to support our clients until our help is no longer needed. When sufficient progress has been made, as determined by our client's care team, a transition plan will be followed in order to reduce the level of support in a gradual and systematic way over time, ultimately leading to the discharge of our services. In order to facilitate this gradual fading of support over time, services will be reduced in increments based on the achievement of agreed-upon criteria set forth in our client's treatment plan.

Connect Plus services may be discontinued if the parent, legal guardian, or responsible adult participation or conditions in the home become a concern. Our providers are required to communicate any concerns to their Supervisor.

Discharge will be considered when the following criteria are met:

- Services are no longer covered by insurance.
- The client can no longer participate in our services due to medical problems, family problems, or other factors that prohibit participation (including moving outside of the current service area).
- The client no longer meets the current diagnostic criteria for services.
- The client has made minimal progress toward treatment plan goals for 12 consecutive months.
- The client, parent, legal guardian, or responsible adult is unwilling to participate in the treatment plan, implements non-evidenced-based or contraindicated interventions, and/or cannot reconcile important issues with the provider regarding treatment planning and delivery.
- The client has met all treatment plan goals AND one or more of the following:
 - Engages in 2 or less maladaptive behaviors per month, across all settings, for 3 consecutive months;
 - Is able to work under reinforcement contingencies that are intermittent, social, age-appropriate, and varied, across all settings, for 3 consecutive months;
 - Is able to generalize acquired skills without generalization trials, across all settings, for 3 consecutive months;

- Is able to complete all age-appropriate activities of daily living, across all settings, for 3 consecutive months.
- Clients, parents, and legal guardians can request a discharge at any point in time by submitting a termination of services request in writing.

Paperwork

All necessary paperwork, including this handbook, must be signed by the client, parent, or legal guardian before starting services.

The client, parents, legal guardians, and responsible adults must follow all Connect Plus policies and procedures.

Treatment Compliance

Connect Plus expects a minimum of 10 hours of direct ABA therapy per week based on best practice guidelines set by the Council of Autism Service Providers (CASP).

Parent training and participation is a requirement for services set by insurance companies to increase generalization and maintenance of the client's skills.

Parents and legal guardians of clients who have center or community-only sessions are still required to regularly participate in parent training to meet insurance requirements.

All clients, parents, legal guardians, and responsible adults are expected to follow through to the best of their ability on all consultant suggestions and recommendations.

Parents and legal guardians are encouraged to share any information with their provider that may be helpful in getting to know their client and that will enable them to work successfully with the client.

Excessive cancellations by the client, parent, legal guardian, or responsible adult (more than three times per month, unless due to extended illness) affects the quality of programming and can become a significant barrier to the client's progress. This can lead to the initiation of a transition/discharge process.

Last-minute cancellations put a strain on our Administrative and Clinical teams due to our 1:1 staffing and flexible scheduling model and may lead to the re-assignment of providers.

Financial and Insurance Obligations

Connect Plus is required to collect assigned co-pays and deductibles as described in your insurance plan.

Clients, parents, legal guardians, or responsible adults must authorize the completed appointments in their Central Reach portal at the end of each session.

Connect Plus Property

Program materials including tablets, toys, etc... are considered property of Connect Plus, unless purchased by the parent(s)/guardian(s). Instructional materials and items used as client teaching tools or reinforcers will be returned to Connect Plus when materials are no longer needed, or when services are no longer required or have been terminated.

The procedures found in Connect Plus Therapy’s Parent Handbook are to be reviewed by the client, parent, or legal guardian, and the acknowledgment form signed to confirm the receipt and agreement with the provisions set forth. Please contact the applicable intake representative if you have additional questions.

With my signature below I acknowledge that I have received and reviewed Connect Plus Therapy’s Parent Handbook and agree with the provisions set forth. I confirm that I have been given the opportunity to discuss any issues and receive any needed clarification with the applicable intake representative of Connect Plus Therapy.

Client Name		DOB	
Client Signature (if applicable)		Date	
Parent/Legal Guardian Name (print)			
Parent/Legal Guardian Signature		Date	