

Connect Plus Therapy strives to ensure every child has the consistent support they need to make progress and do their best. To do so requires all sessions to occur as scheduled, every week, on their scheduled day, starting and ending on time, and at their scheduled locations.

We understand that life is unpredictable and at times adjustments are needed. We ask that you **contact your Case Manager at least 24 hours in advance** if you need to change a session’s day, time, location, or cancel altogether.

Occasional last-minute cancellations are also understandable. However, last-minute cancellations are only acceptable due to unexpected sickness. If you need to make a last-minute cancellation you must let us know as soon as possible

Last-Minute Cancellations

It is often very difficult for our staff to adjust to last-minute scheduling changes. From adjusting their commutes to making unique preparations for individual sessions, our staff also look forward to working with your child and helping them make progress. Lastly, given the complexity of re-scheduling and billing, our staff is dependent on you so that they know when and where they will be working.

As a result, any time you do not call 24 hours in advance, are not present within the first 15 minutes of your session time (no-show), or cancel within 12 hours of the session’s start time (late cancel), it will be considered a last-minute cancellation.

Last-minute cancellations (unless your child is sick) mean your child is not getting consistent service which can slow down or limit their progress. It also makes it difficult for our staff to maintain a good therapeutic relationship with your child, by being a dependable, consistent presence in their lives. Therefore, when last-minute cancellations occur more than three times in a month, the clinical director will make an evaluation to determine if staff will be reassigned.

| | |
|---|-----------------|
| I understand that if I have three last-minute cancellations in a month, the clinical director will make an evaluation and my staff may be reassigned. | Initials |
| I understand that if my child and a caregiver are not where the session was scheduled to occur within 15 minutes of the session time, the session is considered a no-show and will be canceled for the day. | Initials |

Late Pick-Up

Late pick-ups apply to center sessions or community-based sessions when a parent is not participating.

It is very important for you as the parent/caregiver to be present on time for the end of a session occurring outside of your home. Your child is looking forward to seeing you, and their staff member has other clients scheduled throughout their day.

In the case of an emergency that prevents you from being on time, please call your case manager immediately so we can work together to figure out the next steps.

Outside of an emergency, if your child is picked up more than 15 minutes after their scheduled end time a member of the clinical team will evaluate the situation and determine when your child is able to return to the clinic or have another community-based session. This could mean your child is not able to come to a session scheduled for the next day.

If your child has not been picked up more than 30 minutes after their scheduled end time, this is considered child abandonment. As a result, both Childline and the police will be called to help our staff make sure your child is safe.

| | |
|---|------------------------|
| <p>I understand that if I arrive more than 15 minutes after my child’s session scheduled end time, the clinical team will evaluate when my child can return to the center or have another community-based session, which could mean not having a session on the next day.</p> | <p>Initial:</p> |
| <p>I understand that if my child has not been picked up more than 30 minutes after their scheduled end time, both Childline and the police will be called to make sure my child is safe and help them get home.</p> | <p>Initial:</p> |

Leaving During Sessions

An important part of ABA services is transferring the skills our staff use to the other adults in your child’s life. Therefore, a parent or caregiver needs to be present for the entire duration of a session. Our staff cannot be in your home unless there is a responsible adult in the home as well; they cannot be in your home alone with your child. If you will be gone for less than 15 minutes, staff can wait in their car and continue the session once you are back. If you are gone more than 15 minutes the session will come to an end.

| | |
|--|-----------------|
| I understand that if a parent or caregiver needs to leave my home during a session, the session will stop and my staff will leave my home. | Initial: |
| I understand that if I am out of the home for more than 15 minutes, my child's session will end for the day. | Initial: |
| I understand that when a session ends due to a caregiver leaving, it will be considered a last-minute cancellation. | Initial: |

Discharge Possibility

When sessions are canceled last-minute, ended early, or stopped during the session, it will affect your child's treatment and progress. Connect Plus Therapy wants to ensure the services we provide are helping your child, and are also manageable for your family. Typically, when there are too many last-minute cancellations it means the family has more immediate needs to focus on first and is unable to fully participate in ABA. It is then at the sole discretion of the Clinical or Administrative Director to discuss the possibility of discharge and referral to another service that can meet the family's needs.

| |
|-----------------|
| Initial: |
|-----------------|