

To help ensure our staff continuously provides effective treatment for your child and continues to meet the needs of you and your family, reduce miscommunication, and minimize billing and scheduling issues, Connect Plus Therapy (CPT) is implementing the following rules and procedures.

- Clients and their families will no longer have the personal cell phone numbers of their Behavior Technicians/Registered Behavior Technicians (BTs/RBTs).
- All scheduling changes must be made and confirmed with your case manager. BTs, RBTs, and BCBAs cannot change schedules without their Case Manager's approval. We will make every effort to honor your scheduling requests. Once a scheduling request is received and confirmed, the Case Manager will notify the appropriate BTs, RBTs, and BCBAs.
- If you need to cancel or change the time of a session, you must notify the Case Manager.
- The Case Manager, Donya, is available from 7:30 AM - 3:30 PM. If you have a last-minute emergency after 3:30 PM, please contact your BCBA. Your BCBA will notify your BT or RBT. After communicating with your BCBA, you must also email or leave Donya' a message to let her know about the changes. Donya' will then make the adjustments in Central Reach once she's available.
- All clinical concerns must be directed to your BCBA, not your BT, or RBT. BCBAs make your child's treatment plan and will modify it as necessary.
- You may only send text messages to your BCBA regarding scheduling emergencies or for a quick question. Clinical concerns should be discussed in person, by phone, or by email. Direct communication helps ensure your BCBA understands your concerns and can thoroughly address them in a way texting does not allow. The best times to reach your BCBA are between 9 AM and 5 PM. Your BCBA may choose to respond within 24 hours via email or phone.
- Connect Plus Therapy requires BCBAs to run parent training sessions a minimum of one hour per month and a maximum of four hours per month.

Please contact your Case Manager, Donya', by phone, email, or text message.

Donya' King

dking@connectplustherapy.com

856-827-7641 (landline)

610-312-6618 (cell)