

To streamline communication between clients and staff, alleviate issues with billing and scheduling, and enforce appropriate business/personal boundaries, Connect Plus Therapy will no longer allow direct communication between its clients and Behavior Technicians or Registered Behavioral Technicians (BT/RBTs).

- Families will no longer be permitted to have the cell phone numbers of their BTs/RBTs.
- BTs/RBTs do not have the authority to modify their schedules without supervisory pre-approval and agreement from the case manager. If families approach a behavior technician about scheduling sessions, the BT/RBT must refer them to the case manager. The Case Manager will then make and confirm any changes.
- BCBA's do not have the authority to modify the RBT/BT schedule.
- If a BT/RBT needs to modify or cancel a session **more than 12 hours** before its start, you must notify the responsible Case Manager and BCBA.
- If a BT/RBT needs to modify or cancel a session **less than 12 hours** before its start, every attempt must be made to contact the Case Manager. If you can not contact the Case Manager, you must inform your BCBA.

If a session is imminent and you can not contact the Case Manager or BCBA, the BT/RBT can call the client's family by typing *67 and then the client's phone number. However, this is the last resort for extreme cases. (*67 will hide your phone number from caller ID)

- If a family has a clinical concern, you must direct them to their BCBA for resolution.

We will notify all clients of these changes. If a family continues to call or text your personal number, please do not answer their call or text. During your next session, remind them of the new policy and refer them either to their case manager for scheduling or their BCBA for non-scheduling issues.

Please contact Donya' by phone, email, or text with any questions or concerns.

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