



## PARENT HANDBOOK

### WELCOME TO NESS BEHAVIOR CONSULTING!

We value our consumers and want to take this opportunity to welcome you to NESS Behavior Consulting!

NESS Behavior Consulting (NESS) uses Applied Behavior Analysis (ABA) to treat children and adults with Intellectual Disabilities and Autism.

Our company opened in October 2018. While involved in the in-home or at-school service, your child will receive individualized treatment that promotes functional communication to help your child reach his/her fullest potential! Each child has an ABA Supervising Therapist that provides ongoing assessment and evaluation of your child's progress and needs and develops program goals and ensures effective data collection and teaching procedures are implemented. The ABA Supervisor will train you to continue learning at home without the Behavior Analyst's supervision. Your child will also work with a 1:1 Behavior Therapist and who will be responsible for running your child's individualized program. This handbook includes relevant information and provides information regarding the services we provide. You will find information about our office hours, daily schedule, staffing, and policies and procedures. Please take the time to read through this handbook and let us know if you have any questions or concerns. We look forward to working with you and your child!

NESS Behavior Consulting strives to provide comprehensive services for all clients by including family members, school personnel, medical doctors, and other therapy professionals in the treatment process through consistent communication and care coordination.

You can visit us on the web at [www.nessbehaviorconsulting.com](http://www.nessbehaviorconsulting.com).



### **CONTACT INFORMATION**

Service Locations: Phone: 516-252-1444  
New York Tri-State Area, Fax: 516-252-1440  
Long Island, NY &  
Hartford County, CT  
Website:  
[www.nessbehaviorconsulting.com](http://www.nessbehaviorconsulting.com)

### **Mission Statement**

NESS Behavior Consulting is dedicated to improving the quality of life for individuals with Autism and Intellectual Disabilities using Applied Behavior Analysis. We strive to provide a positive learning environment that results in a mutually rewarding experience for consumers and their families, our employees and the community.

### **Office Hours**

NESS Behavior Consulting is open: Monday through Friday, from 10:30 am-7:30 pm, to attend to your concerns.

### **Placement and Enrollment**

During the intake process, will include a functional assessment of problem behavior and the completion of a developmental assessment to determine language and learning goals. Progress is documented by behavior therapists and reviewed weekly by your child's supervising therapist to assess progress. The intensive nature of the program requires your commitment to having your child present in-home or at school for his/her scheduled hours (see attendance policy).

### **Parent/Guardian Involvement**

Your child's progress depends significantly on generalizing skills to the home and community. Therefore, active parent involvement is required for continued enrollment in our program. Parent/Guardian involvement will include:

- Attending monthly or weekly parent sessions with your child's supervising therapist. These meetings are used to discuss your child's progress, practice teaching skills you will use at home, watch videos of your child's therapy, assess "homework" needs, and answer any questions or



address any concerns you may have. Other family members are welcome to these meetings!  
Consistency is key!



## **Attendance/Punctuality**

Consistent attendance is crucial to your child's success. If attendance begins to fall under 90% of scheduled hours for two consecutive weeks, we will notify you. If attendance continues to be under 90% a third week (in 2 months) we will schedule a meeting to discuss the issues surrounding the absences.

Consistent communication about your child's attendance is also necessary to effectively manage the service. If your child is not available to do the session, please call 516-252-1444 before **8:00am** on that morning. Scheduling staff relies on your prompt reporting of absences.

*We require 24 hour notice of cancellation for insurance based cases, to avoid billing for the day. If a session is canceled within 24 hours of the start of the session, **our billing team will bill for the session that day.***

## **Vacation Time**

Please notify your child's Supervising Therapist, at least one month in advance, when your child cannot attend therapy due to a family vacation.

## **Illness**

For everyone's well-being, it is imperative to follow NESS Behavior Consulting's illness policy. Illness spreads rapidly, and all it takes is one person to be sick to get everyone sick. NESS Behavior Consulting must ensure the well-being of our staff and clients. We reserve the right to cancel a session if we feel a staff member is too sick. If you keep your child is sick, please ensure they are symptom-free for 24 hours before returning to NESS sessions. Symptoms that would require canceling sessions are:

- Oral temperature above 99.6 degrees.
- Conjunctivitis (pink eye), if considered contagious.
- Impetigo, MRSA, or any other skin disease, until treatment has begun and a doctor has released.
- Scabies, until treated.
- Head lice, exclusion until first treatment with removal of all nits.
- Vomiting or diarrhea with or without fever.
- Ringworm, until treatment has begun. Undiagnosed rash if fever is present.
- Viral eye infections, until physician allows return (note required).
- Chicken pox, the exclusion for six days from the appearance of vesicles or until all vesicles have scabbed.
- A positive culture for Streptococcal throat infection (Strep Throat), exclusion until the client has had at least 24 hours of appropriate treatment and is without a fever.



## **Holidays**

For school district cases NESS will follow your school district calendar. NESS cannot conduct session during school closure unless approved by your district committee to do so.

For insurance cases, NESS will conduct sessions as per agreement with parent and assigned ABA therapists.

## **Personal Items**

NESS Behavior Consulting is not responsible for personal property loss, theft, or damage. Therefore, if the item is of significant personal or financial value, please don't leave our therapists unattended.

## **Controlled Substances**

For the safety of everyone, controlled and/or illegal substances are not permitted.

## **Personal Values**

Your values and family beliefs are important to us. Please help us get to know your family by sharing what is important to you. This may include family values, personal dreams, and religious beliefs.

## **Our Staff**

### *Clinical Director*

Mrs. Sykes is the President and oversees the operations of the Agency.

She meets regularly with the ABA Supervisors to ensure all programs meet the standards for an intensive ABA program. She is available at [info@nessbehaviorconsulting.com](mailto:info@nessbehaviorconsulting.com).

### *ABA Supervising Therapists*

ABA Supervising Therapists are Board Certified Behavior Analysts with extensive knowledge and experience in ABA. The Supervising Therapist is responsible for conducting weekly individual sessions with child-specific supervision with the Behavior Therapists and monthly family sessions. They are also responsible for developing individual program goals, updating program goals as needed, training line therapists, and monitoring effective teaching procedures. The Supervising Therapist is also responsible for maintaining the quality of teaching provided by the Behavior Therapists and will be available to address disputes, questions, or concerns about services provided by line therapists.



### Behavior Therapists

The behavior therapist (RBT/BT) provides direct intensive ABA services to the child. This individual is responsible for implementing the child's program goals, which include utilizing discrete trial methods, collecting data, graphing data, and implementing Behavior Support Plans. It is also essential that the line therapist demonstrates an interest in and empathy for children with intellectual Disabilities and Autism.

### **Discipline and Behavior Intervention Process**

NESS recognizes that some children may require behavioral support. If your child requires a Behavior Support Plan, each behavior therapist will receive behavior training from the assigned ABA supervisor before working with your child. Behavior therapists are responsible for collecting behavioral data identified by the ABA supervisor.

NESS favors proactive strategies such as expectation statements, replacement skill acquisition, communication training, discrimination training, etc. to promote appropriate behavior. When reactive strategies are necessary, NESS chooses the most effective but least restrictive interventions when possible.

- Minimally Restrictive Procedures may include non-exclusionary time-out, privilege restriction, response cost (token system), response blocking, and corrective feedback/social disapproval (saying "No" or "Stop").
- Mildly Restrictive Procedures may include exclusionary time-out, task requirements, and guided compliance (physical guidance to engage in alternative activity).
- Physical Interventions may include guided compliance, escort, hands down (guiding child's hands to a stationary position), response blocking, overcorrection, and protective holding procedures
- All restrictive procedures will be reviewed and approved by the child's team, including the clinical supervisor, directors of the ABA Clinic, supervising therapist, and guardian.

NESS Behavior Consulting limits the use of highly restrictive procedures, including physical restraint, to assist in managing behaviors.

### **Complaints and Concerns**

Any problems, questions, or complaints should be discussed with the ABA supervisor or Office Manager if the supervisor is unavailable. You may also visit our website and submit a complaint form if you want to remain anonymous. If the problem remains unsolved, the client should direct the complaint or concern to the Clinical Director, Mrs. Sykes.



## **Statement of Non-Discrimination**

NESS Behavior Consulting does not discriminate in enrollment opportunities because of race, color, religion, sex, national origin, age or disability.

## **Statement of Confidentiality Practices and HIPAA**

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) require the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. It also addresses the security and privacy of health data. Innovations In Learning NESS employees must follow HIPAA standards to respect the confidentiality of clients served.

## **Reportable Incidents**

Employees of NESS are mandatory reporters if they suspect that a child has been physically, emotionally, or sexually abused, neglected, or is in danger of harm. State law requires anyone who suspects abuse or neglect to report it to authorities.

Other reportable incidents that require an internal incident report and guardian notification include

- Elopement of a child
- Injury to an individual when the origin or cause of the injury is unknown.

A significant injury to an individual, including:

- ❖ a fracture;
- ❖ a burn greater than first degree;
- ❖ choking that requires intervention; or
- ❖ contusions or lacerations.

An injury occurs while an individual is restrained.

A medication or supplement error, including refusal

NESS, also has an internal incident report system to document incidents that require attention but do not state reportable.

## **Discontinuation of Services**

A client may choose to discontinue services at any time. This may be done by contacting the ABA Case Coordinator at [Scheduling@nesscares.com](mailto:Scheduling@nesscares.com)

There are times when NESS may choose to discontinue services, based upon the inability to meet the client's needs or attendance issues. Examples may include, but are not limited to, ongoing medical care



that cannot be managed by the ABA staff; ongoing medical issues that prohibit the client from participating in regularly scheduled activities; clients with behavioral needs that do not have sufficient Behavior Management services to provide support; behaviors that pose a safety risk to others.

In the event that NESS' has concerns about the ability to meet a client's needs, the following procedures to develop a plan are put into place:

- The Supervisor will address concerns with the Clinical Director to develop a plan to resolve any concerns. Additional training of all ABA staff may be provided, as appropriate.
- The Supervisor will contact the Guardian/Primary Caregiver to report concerns and discuss ideas for improved support and/or plan to resolve concern. Additional training of all ABA staff may be provided, as appropriate.
- A Team meeting will be called to develop a plan to resolve concerns. At this time, the client may be placed on probationary status. This will include a specific plan of action for resolution. Team meetings will be required every 30 days until the issue of concern is resolved. Continued issues during this probationary period may result in immediate discontinuation of ABA services.

Although every effort will be made by NESS to resolve any concerns, there may be circumstances where NESS will have to discontinue ABA services immediately. Examples that would lead to immediate termination include severe injury to self or others, excessive property damage, medical care beyond the scope of Innovations' practice, insufficient budget for services, or illegal activity.







