



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.

Mission Statement

At NESS Behavior Consulting, our mission is to foster an inclusive learning environment for students with developmental disabilities. We aim to equip parents, families, and school professionals with the necessary tools and resources to address special needs through the application of Applied Behavior Analysis (ABA) therapy and psychology.

Our Platforms

We operate through two distinct yet interconnected platforms:

1. **NESS Behavior Consulting:** Founded in October 2018, we provide individualized in-home and school-based ABA therapy to help children reach their full potential. Each child receives ongoing assessment and program development from an ABA Supervising Therapist, while a 1:1 Behavior Therapist implements their individualized plan. We also offer parent training to support learning at home. At NESS Behavior Consulting, we prioritize collaboration with families, schools, and other professionals to ensure comprehensive care.
2. **NESS Cares:** As the non-profit arm of our organization, NESS Cares focuses on providing additional support to the mental health and special education communities.



By integrating these platforms, we strive to create a comprehensive support system that addresses both the therapeutic and broader support needs of our community.

This handbook outlines our services, office hours, policies, and procedures. Please review it and reach out with any questions. We look forward to working with you and your child!

You can visit us on the web at www.nessbehaviorconsulting.com.



CONTACT INFORMATION

Servicing Locations: Phone: 516-252-1444
New York Tri-State Area, Fax: 516-252-1440
Long Island, NY & Website: www.nessbehaviorconsulting.com
Hartford County, CT

Office Hours

NESS Behavior Consulting is open: Monday through Friday, from 10am - 7pm, to address 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 **9:00 am** on that morning. Scheduling staff relies on your prompt reporting of absences.

Transportation Policy

To ensure the safety and well-being of our clients and staff, the following transportation policy is in effect:

- **No Client Transportation by Staff:** Staff members are prohibited from transporting clients in their personal vehicles. Any incidents that occur during unauthorized transportation will not be covered under NESS insurance. Our staff are not trained to travel with children.
- **Parent Presence:** A parent or legal guardian must be present in the home during all sessions. Sessions should not be treated as babysitting time.
- **Community Goals:** If the clinical team has approved community goals for a child, the activities must be within walking distance of the home. Technicians may only engage in these activities once stimulus control has been documented and maintained in the program evaluations.
- **Parent Transportation for Outings:** If a parent desires community outings that require travel accommodations, the parent must provide transportation for the child. The technician can meet them at the desired location. This must be approved by the NESS clinical supervising team.

Please ensure that all staff members are aware of and adhere to this policy.

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. You may also contact the client coordination department at scheduling@nesscares.com to update the schedule

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 a staff member is too sick. If you keep your child sick, please ensure they are symptom-free for 24 hours before returning to NESS sessions. Symptoms requiring 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 sessions during school closure unless approved by your district committee.

For insurance cases, NESS will conduct sessions as per agreement with parents 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 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



Dr. 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.

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. This form can be found on the [website](#). 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 a 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 are not 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

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.

If NESS' has concerns about meeting a client's needs, the following procedures to develop a plan are implemented:

- The Supervisor will address concerns with the Clinical Director to develop a plan to resolve any concerns. Additional training for 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 concerns. Additional training for 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 immediately discontinue ABA services.

Although NESS will make every effort 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





