

Unyque Therapy Services



Caregiver/Guardian Handbook

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Caregiver/Guardian Handbook

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Introduction

Welcome to Unyque Therapy Services! Unyque Therapy Services is excited to welcome you to a team of people who are passionate about what we do. Our team uses Applied Behavior Analysis (ABA) to treat children with Intellectual Disabilities and Autism. Our goal is to provide services that are client-centric and individualized to your child's needs by collaborating with family members, school personnel, medical doctors, and other therapy professionals in the treatment process as needed. These services may occur in the home, in the community, or a clinic if available and necessary. While our practice is new, our team's years of experience is not.

While involved in receiving ABA treatment, your child will receive individualized treatment that promotes functional communication to help increase access to desired settings and decrease undesired behaviors. Each child has an ABA supervising clinician that provides ongoing assessment and evaluation of progress and needs. In addition, this clinician is responsible for developing treatment goals and ensuring effective data collection and teaching procedures are implemented. The clinician will train you so learning can continue at home. Depending upon results from the assessment, your child will also work with a behavior technician who will be responsible for running your child's individualized treatment plan. This handbook includes relevant information and policies that help ensure the most effective ABA treatment can occur, which may require participation by you and other family members. The ongoing success of your child's treatment heavily requires your involvement and commitment to the process. In addition, you will find information about our office hours, daily schedule, staffing, participants roles, as well as other 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!

This Client Handbook ("Handbook") is a collection of information and policies currently in effect at Unyque Therapy Services ("the Company"). This Handbook cannot cover every matter or situation that might arise, however our team will work to do its best to ensure the handbook stays current. For this reason, specific questions regarding the applicability or interpretation of a particular policy or practice should be addressed with your supervising clinician. The Company reserves the right to modify any of the policies and procedures, including those covered in this Handbook, at any time. We will seek to notify you of such changes by email or other appropriate



means. We kindly request that you take the time to read through the Handbook and let us know if you have any questions or concerns. We look forward to working with you and your child!

What Is ABA?

Applied Behavior Analysis (ABA) is a research based, scientific method that began with the work of B.F. Skinner. The science of ABA measures observable behavior and looks at what occurs before a behavior (antecedent) and what happens after a behavior (consequence). In addition, the methods of ABA are applied by breaking down skills into simple steps and teaching each step in succession. Skills are taught with the use of prompting to assist learning. A correct response is followed by positive reinforcement which increases the likelihood that a behavior or response will occur more often in the future. While the concepts of ABA extend beyond the prior explanation, this provides you with a foundational understanding of the type of treatment you can expect to see during your child's therapy sessions.

Throughout your child's time in treatment, you can expect to see data being collected on your child's responses to interactions with their surrounding environment, some of which may be staged by the treatment team to provide opportunities for appropriate responses. This data is then analyzed and a treatment plan or an individualized ABA program is implemented. The cycle of data collection, analysis, and treatment plan adjustment is an ongoing process to help determine treatment effectiveness. Our team seeks to produce significant results through this treatment process to enable your child an opportunity to adapt to their environment thus preparing them for a brighter future.

The broader principles and guidelines of ABA can be used in a variety of settings and everyday situations. Our team specifically provides ABA as a medical service through the use of research-based therapeutic methods. ABA intervention is applicable to anyone and can be utilized as a means to gain value from the life you want to live. In a clinical setting with children, an ABA program could target specific developmental areas such as:

- Attention
- Imitation
- Fine Motor and Gross Motor Skills
- Language Development
- Social/ Conversational Skills
- Leisure and Play Skills
- Functional Skills
- Socialization
- Self-Help Skills/Independence
- Problematic Behaviors
- Caregiver Training
- Sibling Support



Company Information

Mission and Vision

At Unyque Therapy Services, our mission is to provide client-centric services to individuals with developmental disabilities and delays through the science of behavior analysis and ongoing collaboration with other medical and healthcare professionals that allows for socially significant change.

Our values help ensure that we continue to strive for our mission by evaluating and determining each individual's **Unyqueness**, working with a **Neuro-Diverse** group of people, ensuring that all aspects of this company are **You Focused**, completing all work with the highest **Quality**, continuing to collaborate with others to obtain **Unity**, and ensuring all individuals are treated with the methods that provide the highest **Efficacy**.

Contact Information

All questions and concerns should go through the necessary channels which can be found in the rest of this document. If you are ever unsure of where to go, please consult with your supervising clinician. If you require further assistance, you may also utilize one of the below options.

Email Address: info@unyquetherapy.com

Phone Number: 561-279-3852

Fax Number: 561-437-8116

Website: www.unyquetherapy.com

Office Hours

Our business hours are not your standard 9 - 5 office hours. A child's need for services will depend upon the treatment plan created by the supervising clinician and tends to occur during periods where the undesired behaviors are being observed the most. Due to this, the working hours of our clinicians will vary anytime between 8AM - 8PM, Sunday through Saturday. (**Note:** *our clinicians do not remain on the clock around the clock, they have a schedule and are only required to respond/work based on what the treatment plan requires and their agreed upon hours with our organization*). If you require emergency assistance, please call 911.

Our standard office hours when our administrative team can be reached will be anytime between 9AM - 6PM, Monday through Friday. Our team will not be available on the following Holidays.

- New Years Day
- MLK Jr. Day
- Memorial Day
- Juneteenth Independence Day



- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day
- New Years Eve Day

In addition, all employees are provided 1 free Holiday Day a year where they can choose to utilize that day and celebrate a holiday that aligns with their personal, spiritual, and/or religious beliefs.

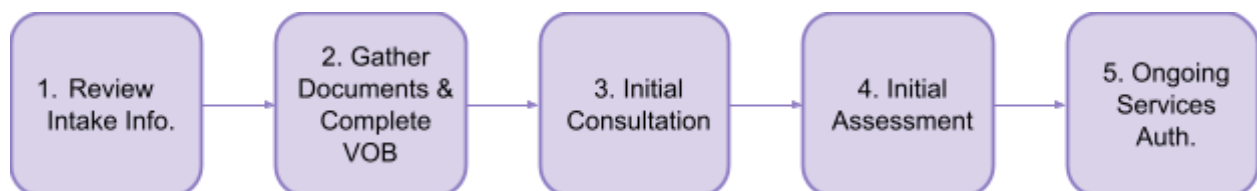
Inclement Weather/Emergency Closings

On occasions, there may be instances where severe weather, fires, or power failures can disrupt the ability for services to continue. The decision to stop all services for instances where it is more harmful than beneficial to continue the services, all caregivers and families will be notified immediately via email. If your child is receiving services in the home and your home is affected by severe weather and is not safe to conduct work, please notify our team immediately at info@unyquetherapy.com.

Treatment Services

Intake Process

Treatment begins once the intake process is complete. The intake process consists of five main stages including review of the initial intake inquiry information, completion of verification of benefits, completing an initial consultation, completing the initial assessment, and receiving the ongoing services authorization. A simplified process map is provided below and each stage is outlined in further details.



During the intake process you will be asked to provide the following documentation:

- ☐ Diagnostic Evaluation *(if utilizing insurance as a form of payment, this will in most cases need to show Autism Spectrum Disorder to receive ABA services)*
- ☐ Previous assessments and medical records *(if applicable)*
- ☐ Copy of Insurance Card *(front and back, if applicable)*



- ☐ An additional form of payment (*for copays, deductibles, and any other outstanding owed amounts*)
- ☐ Child Custody Documentation (*if applicable*)
- ☐ IEP or 504 Form (*if applicable*)

1. Review Intake Inquiry Information

During the initial intake process, our client services team will review the information provided through the initial inquiry document. During this time, our team begins preparing documentation to ensure our initial consultation with you runs smoothly. You will receive a call from your assigned Family Care Coordinator. If you are unable to answer the phone, our team will follow up via email if an email address was provided.

2. Complete Verification of Benefits

After the initial phone call, you will receive a follow up email requesting for a copy of various documents which will need to include a diagnostic evaluation, developmental screening, IEP (*if applicable*), previous assessments, and copies of your insurance card(s). Once the copies of your insurance cards are received, our team will begin the verification of benefits process.

Important: It's important to keep in mind that you are not required to utilize insurance as a means to pay for services. Most insurances will only pay for a child's ABA services if they are diagnosed with Autism Spectrum Disorder (ASD), but we are able to accept other forms of payment if you wish to receive ABA services without the aid of insurance.

3. Complete Initial Consultation

After verifying that your insurance provides coverage for ABA services and we have a full understanding of your out-of-pocket expenses (*if applicable*), our Family Care Coordinator and Clinical Supervisor will contact you to set up an initial consultation. This consultation is free of charge and allows our team to review the process of receiving ABA services, ensure you understand the requirements of participation moving forward, and gather additional clinical information to help us make informed decisions for your child's treatment.

In addition, you will be asked to sign documentation agreeing to and stating that you understand the following policies:

- ☐ Informed Consent Agreement
- ☐ Notice of Privacy Practices & Limits of Confidentiality
- ☐ Mandated Reporter Policy
- ☐ Client Grievance Policy
- ☐ Policies and Procedures Agreement (*this Handbook*)



- ☐ Availability for Services Schedule
- ☐ Release of Information
- ☐ Payment Authorization Forms

4. Complete Initial Assessment

Once the initial consultation is complete and all policy agreements are signed, we will begin the initial assessment process. The first step within this process is to obtain an authorization from your insurance company to complete the assessment. This authorization can take anywhere from 1 - 3 weeks to receive. Once the authorization is received, you will hear from our Clinical Supervisor to introduce you to the assigned clinician that will be completing the assessment.

Once a clinician is assigned to complete the assessment, the assessment itself can take up to 30 days to complete. This process typically involves a records review of any past treatment received, a caregiver interview, direct observation of your child, goal development and agreement. In order to help expedite the assessment process, proactive and effective communication is required from you.

5. Ongoing Services Authorization

Once the assessment is complete and the treatment plan is agreed to, we will begin working with the insurance company to obtain an authorization for ongoing services. This authorization will allow our teams an ability to start providing direct treatment services to you and your child and will allow for implementation of the treatment plan. The child will receive a reassessment every 6 months and caregivers are required to participate in the treatment process.

Treatment Methods

A typical treatment plan will consist of a variety of treatment methods founded on the principles of ABA and created from empirically based research. Each child's treatment team will depend upon the results of the assessment and will generally consist of a service coordinator, supervising clinician, and behavior technician(s). Your clinician will be able to provide further information about the specific methods that will be used based on the outcomes of the initial assessment.

There are three standard types of treatment programs we offer which include Focused, Comprehensive, or Parent-Led.

Focused ABA Treatment

A Focused ABA treatment program is provided directly to the client for a limited number of goals and the intensity level ranges from 10-25 hours per week. There may come a time in the treatment process where the program shifts from one to another. This should come with the



understanding that the intensity may need to be higher or lower depending on the nature of the target behaviors and other considerations, individualized to each client. For instance, behaviors that put the client and/or others at risk of harm may require high-intensity focused treatment. Those may include maladaptive behaviors to be reduced and/or adaptive behaviors that need to be developed or strengthened in order to enhance the client's health, safety, and overall functioning.

Comprehensive ABA treatment

A comprehensive ABA treatment program is a treatment prescribed for multiple affected developmental domains, such as cognitive, communication, social, emotional, and adaptive functioning as well as undesired behaviors. The intensity level ranges from 26-40 hours per week and are considered necessary to achieve meaningful improvements in a large number of treatment targets. It should be emphasized that the intensity of comprehensive treatment must be individualized to the client's characteristics and other factors.

The determination as to whether ABA treatment should be focused or comprehensive and the intensity of treatment should be based on the medical necessity of the treatment for each individual client and is determined by the clinician. If a clinician determines that X number of hours per week of ABA is medically necessary for your child, then that is the number of direct ABA treatment hours that should be authorized. This number does not encompass or be reduced by the amount of time the clinician spends supervising the case or training caregivers, or time the client spends in other therapies, services, or activities. Nor should time the client spends in activities such as school and other therapies be counted in or deducted from the recommended number of hours of ABA treatment.

Parent-Led

Parent training/coaching sessions are provided with all levels of treatment. However, a parent-led model is utilized whenever target behaviors are identified with low severity and can be improved through coaching/teaching with the caregiver/guardian. These sessions will typically be completed by a board certified clinician and there would not be any behavior technicians on the treatment team. Our goal with these sessions is to help provide you and any other caregiver/guardian with the coaching and skills necessary to improve the child's behaviors.

Service Launch Methods

Once the treatment level is determined and the treatment authorization is received, you will begin your first few sessions with your clinician and/or technician(s). Your first few sessions may look fairly similar, where the team engages in what is known as pairing. This means that the clinical staff will be engaging in activities that the child prefers without implementing specific treatment goals. This methodology allows our clinical staff to build rapport with your child to



establish ongoing instructional control (*getting the child to engage in appropriate skills through positive reinforcement*).

Once the initial pairing phase is complete, your ongoing treatment plan will begin implementation. Each session and the way treatment is implemented will vary. These variations occur by design to help determine what the best overall treatment method may be for your child. There may be instances where the treatment plan is implemented in the beginning with heavy supervision by the clinician and then the supervision is faded based upon the child's response to treatment. If you ever have any questions or concerns about how treatment is going for your child, please don't hesitate to reach out to us at info@unyquetherapy.com.

In-Home Treatment

If through the treatment plan, the clinician determines that services would be best served within the home setting, you are required to make sure the following occurs:

- There is at least one individual in the home over the age of 18 that is able to attend to the child's needs at all times (*i.e. diaper changes, feeding, etc.*). The responsible adult includes parents, teachers, grandparents, nannies/ babysitters, or any other adult who you have given written authority to care for the health and welfare of your child.
- A technician or clinician is never allowed to be alone with your child in the home. If this occurs, the team is required to notify us immediately and discharge of services may be required.
- The caregivers are not under the influence of any substance that would impair your ability to make sound decisions.
- The home environment is safe and free from potential harm. This includes all firearms being locked away, any sharp weapons are stowed, and the floor is free of tripping/slipping hazards.
- There is a safe and secure working environment available for the clinician and technician to conduct the treatment sessions.
- There is power to all therapy areas in the home, running water available, and a bathroom accessible to the technician and/or clinician.

If the above items are not able to be met, services will be paused until all conditions are resolved. If conditions are not able to be resolved, then a new service setting will be reviewed and if not available, may result in the discharge of services.

The area being used for therapy must be clean, comfortable temperature, well lit, and relatively free of distractions. It is important that we are able to conduct the session in a professional manner with materials ready and limited access to competing reinforcers (*toys that are not used during the therapy session*). Unyque Therapy Services is under legal obligation to provide a safe and harassment free working environment for all of our staff. Our staff have the right to



immediately vacate the premises if the work environment is not appropriate for them to provide services.

Community Treatment

During the initial assessment phase or at any point throughout your child's treatment with Unyque Therapy Services, you and the child may need to attend services in the community. These services are meant to be tailored to each child depending upon the treatment needs. For example, if you are working on skills to reduce specific target behavior at a grocery store, then you may be asked to attend that service with the technician and child. Targeting these behaviors in the environment where they are most likely to occur can help increase skills within those areas and reduce the behaviors.

During community outings, the technician and caregiver are required to follow the below guidelines:

- There is at least one individual with the child and technician over the age of 18 that is able to assist with the child if needed. This can be the supervising clinician or any other responsible adult including parents, teachers, grandparents, nannies/ babysitters, or any other adult who you have given written authority to care for the health and welfare of your child.
- If the supervising adult is someone other than the caregiver/parent, you will be required to sign a Consent to Supervision document prior to additional services occurring.
- The technician does not discuss the child's treatment during community outings to protect the child's health information. The technician is solely there to work on the child's skills.
- The caregiver is responsible for transporting the child to any pre-approved community outings in order for services to be delivered.
- Under no circumstances is the technician allowed to transport the child and/or family member.
- The technician is not allowed to ride with the family without prior clinical approval.
- If a caregiver is with the technician and is approached by someone else and asked questions, you have the right to answer however you choose.
- The caregivers are not under the influence of any substance that would impair your ability to make sound decisions.

If you ever have any questions or concerns about the community treatment sessions that you and your child receive, please make sure to discuss those with your clinician. You may also reach out to our team at info@unyquetherapy.com.



Caregiver Participation

Caregiver Involvement

At Unyque Therapy Services, we require caregivers to be a part of all aspects of your child's treatment including the assessment process and ongoing treatment phases. During the assessment, our team will identify skill deficits and behavioral excesses to help achieve true meaningful outcomes that are observable in your family's everyday life. In order to achieve this, our team will require your input in selecting skill and behavior targets that are most important to your family and your child's independence. We expect to meet with you regularly to discuss the addition, modification, or termination of treatment goals.

During the course of treatment, your child's progress will depend greatly on generalizing skills to the home and community. **Active participation by any caregiver that comes into regular contact with the child is of utmost importance and will begin once the initial assessment is completed, regardless if direct services have started or not.** Without your participation, treatment will only be partially effective or not effective at all. Caregiver involvement will require regular caregiver collaboration sessions with the clinician. This time is reserved to help provide guidance on implementing specific ABA procedures and methods. The number of sessions needed will depend upon the intensity of the treatment plan.

Your participation in therapy sessions will help you learn new strategies for supporting your child's growth and development throughout your daily routines. As with any skill, practice makes perfect. Success also requires consistent attendance at planned treatment sessions that will be coordinated with the clinician assigned to oversee your child's treatment plan. Please note that the failure to complete these requirements may result in the discharge of ABA services.

Attendance/Punctuality

We take our work and treatment of our clients very seriously and we expect the same from you. Consistent attendance to your scheduled appointment times are required in order to help ensure treatment is effective. We require that clients and caregivers attend an **average of 80% of all scheduled hours on a monthly basis**. If attendance begins to fall under 80% of scheduled hours for 1 month, we will notify you. If attendance continues to be under 80% across 2 months, we will schedule a meeting to discuss the issues surrounding the absences. We will make all efforts to help ensure appointments are able to be attended if rescheduling is needed. If attendance continues to fall below 80% for 3 consecutive months, ABA services may be discontinued.

Consistent communication about your child's attendance is also necessary for effective management of treatment services. If your child will not be able to attend sessions, please notify the behavior technician and email our team at scheduling@unyquetherapy.com. Our team will take every effort to schedule a make-up session to help ensure that the recommended treatment plan hours are fulfilled. Providing advanced notice of you and/or your child's absence



from treatment will allow us to make effective scheduling changes. Please note that any cancellation that is <24 hours, we reserve the right to charge a \$50 cancellation fee (*if allowed by your insurance carrier*). We understand that cancellations may occur for a variety of reasons, please see the below guidelines for further details:

- **No-Call/No-Show:** This is defined as not calling or emailing our scheduling team prior to the start of the appointment to notify us that you will not be attending and not showing up to your appointment on time. We allow the therapist to wait no more than 15 minutes if the child is not there at the start of therapy. If, after 15 minutes, the child has not arrived and the caregiver has not communicated to us, the therapist is allowed to leave and the child is considered absent.
- **Sickness/Illness:** Any instance where the child is sick or has been exposed to a contagious illness. If the child has an illness that is contagious, then the child must be symptom free for at least 24 hours before returning to therapy (*i.e. flu, COVID, etc.*). Any illness that is not contagious does not require the child to be symptom free for 24 hours, but it is recommended to keep the child home until the child feels well enough to resume therapy sessions. Different types of sickness includes, but is not limited to, any of the following symptoms within the last 24 hours:
 - Temperature above 100
 - Coughing
 - Communicable Disease
 - Foot/Mouth Disease
 - Vomiting
 - Mumps
 - Chicken Pox
 - Measles
 - Diarrhea
 - Pinworm
 - Strep Throat
 - Lice
 - Any Rash
 - Pink Eye

Therapy can resume as soon as the child's doctor clears him/her of being contagious, 24 hours of being symptom free, or the prescribed remedy (*medication*) is complete. If a therapist arrives at the home and the child is sick, the therapist will not be able to work with your child. Unyque Therapy Services staff will use their discretion in deciding whether therapy should continue when a client is ill.

Our staff are also required to maintain attendance and punctuality and all staff are provided this information during their onboarding process. Similar to your attendance, we take our staff attendance very seriously as it allows us to maintain consistent treatment services for you and



your child. There are circumstances under which a technician will need to cancel. During these instances we will either try to restaff the appointment for that day or we will provide make-up sessions to help ensure that the recommended treatment plan hours are fulfilled.

If the therapist is going to be arriving more than 5 minutes late, your assigned Family Care Coordinator will notify you. If a therapist cancels a session, these hours may be made up as soon as possible and the family will be informed as to when this is going to occur. If a therapist needs to cancel a session, your assigned Family Care Coordinator will contact you immediately. We will do our best to alert you in a timely manner regarding therapist cancellations and provide an option for a substitute therapist when possible.

Vacation Time

We want all families to be able to enjoy vacation without disruption or additional stress. However, we do ask that you notify our teams of these changes in your schedule at least 2 weeks in advance. In addition, any time away from services that would extend beyond 2 weeks will result in a discharge of services. This is due to requirements laid out by insurance companies in your member agreements. We can look at returning to intake if you wish to continue services with Unyque Therapy Services upon your return from vacation. We unfortunately cannot guarantee the continuation of therapy with the same treatment team upon your return.

Communication

Communication is another vital component to ensuring that treatment is effective. Since ABA therapy is an intense therapy that involves daily interaction between the child, family, and our staff, we kindly ask that you communicate as proactively as you can. In turn, we will do our best to maintain the same expectations of our staff. A few examples of key topics that may be important to communicate to our team include the following:

- Change in medication
- Change in your availability for services
- Addition or removal of other therapeutic services (i.e. OT, Speech, etc.)
- Other scheduled medical appointments (i.e. with your primary care physician)
- Planned trips/vacations

While you will have direct access and have the ability to communicate with our technicians and clinicians, we ask that any information be provided to our teams via email. This allows us to properly document our interactions, reduce potential HIPAA violations, and ensure we follow up appropriately. Utilizing email is a great way to ensure consistent communication regarding any significant concerns and/or praises. Monthly family sessions will also be completed to assure regular communication with families. If you or another caregiver need assistance with utilizing email, please let us know and we would be happy to help.



To aid in ensuring we maintain our part in communicating with you, our teams are required to follow a variety of documentation and communication protocol. This includes, but is not limited to, the following:

- Any changes in treatment team that your child works with
- Any adjustments we may need to make to the service schedule
- Ongoing documentation of every treatment session
- Documenting all conversations (including messages and phone calls)

If you are ever in need or would like to review the documentation we maintain, please contact us at info@unyquetherapy.com. We are not required to release internal conversations or communications, but we are more than happy to provide you with documentation supporting prior conversations with you or any treatment documentation we complete.

Complaints and Concerns

We understand that during your time while receiving treatment services from Unyque Therapy Services that unexpected situations may occur that cause frustration or concern. To ensure that we address any grievances, we want to make sure we provide you a secure and direct way to communicate with our staff. A grievance is defined as a real or imagined wrong or other cause for complaint or protest, especially unfair treatment.

- If you prefer to write your grievance to us formally, they can be mailed to the address below:

66 Mill Creek Drive
Youngstown, OH, 44512

To provide better clarity on our process for handling grievances, we want to make sure that we are as open and honest as possible. Please see below for further details:

1. To help us effectively and efficiently resolve your concerns, we encourage families to communicate openly and informally with the treatment team clinician and/or Clinical Director.
2. If your concerns cannot be handled by the clinician or Clinical Director then please contact us at info@unyquetherapy.com or 561-279-3852.
3. We will respond by providing you with a Grievance Form that is required to be completed in order for us to properly document any issues.
4. Upon receiving the Grievance Form back with your signature, our team will review and provide written communication regarding actions to be taken:
 - a. This communication is to be provided to you within 15 business days of your request being received.
5. If our solution is unable to meet your requests or resolve the matter, you may request a meeting with our team to discuss alternative and reasonable solutions.



6. If we are unable to come to a satisfactory resolution, you have the right to contact your insurance provider and file a formal complaint with them.

No form of retaliation shall occur nor shall any barrier to service be created as a result of participant grievance.

Treatment Participant Roles

Throughout your time with Unyque Therapy Services, you will interact with a variety of individuals. In order to better clarify who these individuals are and their job role with our organization, we have provided a list of some common staff members and a definition of what they do. If you have further questions you may contact us via email at info@unyquetherapy.com.

Clinicians (BCBA/LBA)

A clinician may also at times be referred to as your BCBA (*Board Certified Behavior Analyst*), LBA (*Licensed Behavior Analyst*), COBA (*Certified Ohio Behavior Analyst*), or supervisor. Every child and family that receives services from Unyque Therapy Services will be assigned a clinician. The clinician is responsible for the overall assessment and implementation of your child's treatment plan including supervising direct service sessions and providing parent/caregiver treatment collaboration. In addition, you may interact with a clinician to discuss your child's ongoing treatment plan, treatment plan progress, or concerns about treatment.

Behavior Technicians

A behavior technician may also be referred to as a BT or RBT (*Registered Behavior Technician*). Your need for a behavior technician will depend upon the clinician's overall assessment and determination of the type of service you will need during the treatment process. Not every treatment plan will require the need for a behavior technician. However, if one is needed this individual is responsible for providing 1:1 direct treatment sessions. This individual is required to report to the clinician. A behavior technician does not have the same qualifications as a clinician, so we kindly ask that you take any requests about the treatment plan directly to your assigned supervisor.

Family Care Coordinator

Every family is assigned a Family Care Coordinator who helps oversee the overall management of your child's treatment alongside the clinician. The Family Care Coordinator is responsible for ensuring that any insurance, authorization, scheduling, or billing questions and concerns are properly handled. Your Family Care Coordinator works with a variety of other administrative staff members to obtain the information you need for a seamless treatment experience.



Other Administrative Staff

Your main day to day interactions will be with clinicians, behavior technicians, and the Family Care Coordinator. However, our company has a variety of administrative staff working on the backend to ensure we answer all questions and solve all issues to appropriate industry standards. These answers and resolutions are typically guided by federal, state, and local laws, insurance requirements, and/or clinical board ethics codes.

Other Healthcare Professionals

These types of individuals are considered individuals that are outside of Unyque Therapy Services professional scope of practice. We pride ourselves on providing top quality behavior analytic services, but in order to ensure we provide a holistic treatment approach, we may engage with other healthcare professionals including your primary care physician, speech therapists, occupational therapist, and physical therapists. This is not an exhaustive list of who we may interact with to coordinate care, but our teams will always ensure we obtain your approval prior to contacting these individuals.

Caregivers/Guardians

This is anyone that provides or oversees care for the child on a regular basis and usually is someone with the family or has legal guardianship over the child. You are listed here because you are a vital part of the treatment process. Your active involvement ensures that skills are obtained, generalized, and maintained. You will be required to attend caregiver/guardian coaching to learn about ABA techniques to ensure your child's success.

Additional Policies and Procedures

Dual-Relationships/Gifts

Due to the nature of ABA therapy, our teams will spend a significant amount of time together which can create bonds and attachments. While we want to encourage our team to play an active role in your child and families life when necessary for treatment, we do ask that the relationships stay professional and unbiased. Our main objective is to ensure that we provide a service that allows your child to gain the skills necessary to meet your treatment goals.

In addition, our professional ethics code requires us to prevent ourselves from developing what's called a dual relationship. A dual relationship would be defined as having two competing relationships with another individual. One part of your relationship might have the person attending family functions outside of a professional appointment. The second part might be the individual being paid to provide you and your family with therapy services. These types of relationships are prohibited.



There are also times where these relationships may get to a point where you feel comfortable providing gifts. While we love when our clients express their gratitude and appreciation in the form of gifts, we kindly ask that you refrain from doing so. It is also within our ethics code to not accept gifts from our clients and allows us to continue our treatment in as effective a manner as possible. If you feel that a gift is necessary we ask that the gift be no more than \$5 (*our team also enjoys getting arts and crafts from the children*).

Statement of Non-Discrimination

We are an organization that strives to provide a workspace and treatment experience that is safe for all individuals. Unyque Therapy Services does not discriminate because of race, ethnicity, religion, cultural practices, spoken language, sex, gender, national origin, age, sexual orientation, or disability. We want to provide a place where everyone feels included. Fostering an environment like this requires effort from all individuals and a mutual curiosity of the unknown. We ask that if you have questions or feel that you are not able to abide by this same level of respect, that you notify our team of any accommodations we can make to help. If we determine the accommodations to be appropriate and reasonable, we will make every effort to do so. An example of this would be asking for a clinician that speaks a similar language or a clinician that better understands your cultural practices. If throughout your experience you experience a situation where you do not feel comfortable or safe with someone from your treatment team or our staff, we ask that you notify your clinician immediately. If you would prefer to speak with our leadership team you can begin this process by contacting us at info@unyquetherapy.com.

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. Unyque Therapy Services follows these standards to improve the efficiency and effectiveness of our services as required by law. Our employees must follow HIPAA standards to respect the confidentiality of clients served.

Reportable Incidents

Employees of Unyque Therapy Services are mandatory reporters if they suspect that a child has been physically, emotionally, or sexually abused, neglected, or is in danger of harm. Mandatory reporter means we are required to report any of these observed incidents to authorities. This system is designed to ensure the safety and well-being of children and individuals who may be unable to advocate for themselves. Other reportable incidents that may require an internal incident report and guardian notification include but is not limited to:

- 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 that occurs while an individual is restrained.
- A medication or supplement error, including refusal.

Unyque Therapy Services also has an internal incident report system to document incidents that require attention but are not state reportable. These types of incidents allow our team to keep records for legal purposes and allows us to change internal protocol if necessary and/or provide resolutions to avoid the issue from occurring in the future. We ask that everyone play an active part in ensuring that our teams are notified of any incidents that occur.

Statement of Risk

Unyque Therapy Services provides services to clients who may have intensive behavioral and/or medical needs, and cannot guarantee the absence of risk to others. Safety is our top priority for all individuals and programs are structured to provide quality services and a safe environment. Our team strives to provide effective support for all clients, however, we cannot prevent all potential risk to others.

Discontinuation of Services

A caregiver/guardian has the right to discontinue services at any time. This may be done by contacting your clinical and/or Clinical Director. In addition, there are times when Unyque Therapy Services 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; chronic tardiness or absence more than 20% of scheduled hours.

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

1. The clinician 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.
2. The clinician 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.
3. If the guardian/caregiver approves of the plan, a team meeting will be called to discuss and begin implementation of the plan. At this time, the client may be placed on probationary status. These team meetings will be required every 30 days until the issue of concern is resolved.



4. If issues continue during this period or we are unable to resolve the issues, this may result in immediate discontinuation of ABA services.

Unyque Therapy Services will make every effort to resolve any concerns, but there may be circumstances where Innovations 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 our practice, insufficient budget for services, or illegal activity.