



Caregivers Responsibilities and Involvement

Caregivers are actively involved in ABA treatment. Being involved in your child's treatment makes a huge impact on their learning and progress. Research has shown that caregiver involvement leads to better outcomes for your child and your family. Your team will develop treatment that is unique to your child's needs and your family's priorities, culture, values, and goals. You will be involved in helping design your child's Plan of Care (POC) by answering interview questions, giving input about your child's needs, and partnering with us to teach your child outside of KBH direct treatment hours. All caregivers must meet with their Board Certified Behavior Analyst (BCBA) 2-4 times per month to review progress, areas of concern, to practice how to use ABA strategies, ask questions, and agree on how to move forward in therapy.

Caregivers adhere to their child's medical recommendation. Most autistic children require between 15-40 hours per week of ABA treatment. We recognize that, while this is a much higher time commitment than other therapies your child may be receiving currently, it is this level of intensity that makes ABA therapy effective and eventually leads to graduation from services. Your child's medical recommendation will be noted in your child's POC and determined based on their unique presentation of autism, the level of support needed to learn, and the number of areas aiming to be addressed in therapy. Most clients typically fit into one of three general treatment models, which are *Comprehensive* (35-40 hours per week), *Focused-High* (20-25 hours per week), or *Focused-Low* (15 hours per week). For your child to achieve and maintain optimal results, our team will support you by understanding your availability to best schedule services while also adhering to our scheduling compliance requirements. Our goal is for all clients to receive services at the medically recommended treatment dosage. However, we recognize that scheduling conflicts or cancellations may occur, which may result in sessions that cannot be rescheduled or made-up. Taking these factors into account, KBH requires that families receive services at or above 80% of the medically recommended dosage on an ongoing basis to ensure the continued efficacy of treatment on an ongoing basis. Failure to schedule services and attend sessions accordingly may result in the pausing or discontinuation of services.

Caregivers commit to a consistent ABA schedule. Consistent schedules become predictable and beneficial to your child, your family, and our team members. KBH expects caregivers to schedule therapy for five days, Monday to Friday, at the same time each day. We currently offer different time blocks that you can select from, including morning block (8:00AM – 11:00AM), daytime block (12:00PM – 3:00PM), or evening block (3:30PM – 6:30PM). The hour between 11:00 AM and 12:00 PM may be used to extend morning block sessions longer or start daytime block sessions earlier. Our team will offer some flexibility, as needed by your family, to agree on a schedule that works for your child, adheres to our scheduling guidelines, and does not compromise the effectiveness of ABA treatment.

Caregivers maintain a professional relationship with their team. Specific guidance is given to our clinical team to always ensure professional and ethical behavior when interacting with you and your child. The primary and only relationship our team will have with your family is one that focuses on your child's ABA treatment. No other relationship or activity outside of ABA treatment is permitted by the BACB's *Professional and Ethical Compliance Code*. We recognize that part of the work that we do involves having personal interactions and discussions with you about your child and family life, and we respectfully ask caregivers to keep topics, conversations, and interactions professional. The BCBA will determine whether any activity outside of treatment requires ABA support and coordinate it to the extent possible to ensure no other types of relationships are formed.

Caregivers engage in timely and treatment-focused communication. Caregivers will be required to utilize MTeams to communicate with their team members to ensure both the protection of your child's PHI and the sharing of our team's personal contact information. Ongoing communication between caregivers and our team is extremely important. It allows everyone to be on the same page and share key information to best support your child each day. The more we know, the better we can serve you and your family. Caregivers are asked to respond to all communications about their child on the same day and, if unable, within 24 hours. Our team will strive to check-in



with you at the start and end of therapy, to understand anything that may have happened beforehand, and to update you on how therapy went. At times, we will also communicate with you while your child is in therapy, to inform you of changes, illness, need for support, or to ask additional questions if unexpected events arise. Your team will need to know the best and quickest way to reach you and respond to you in a timely manner. All caregiver-initiated communications must remain focused on treatment and related to your child's needs.

BACB Compliance Code. Our services are rendered in a professional and ethical manner, consistent with the accepted *Professional and Ethical Compliance Code* by the BACB. If at any time and for any reason you are dissatisfied with the nature of the professional relationship with your team, contact your service location's Clinic Director or KBH's corporate office.

[KBH Attendance Policy](#)

Consistent and timely attendance at the agreed-upon schedule helps your child receive treatment as outlined in their Plan of Care. Your child is likely to do best when the program is well-designed and can occur without disruptions to schedule treatment. Timely communication, advance notice, and efforts to reschedule cancelled services ensure that our team can plan accordingly to deliver ABA services to your child. The success of ABA treatment depends on all parties (caregiver, RBT, BCBA) doing their part to keep changes or cancellations to a minimum. KBH enforces the following attendance expectations:

- **Child attends a minimum of 90% of scheduled services every month.** Any predictable event that is expected to interfere with your ability to follow your child's ABA schedule must be communicated to your BCBA right away. This will help your team plan well for the weeks ahead. When cancellations are unavoidable, the caregiver and team will make every effort to reschedule cancellations by extending the duration of future therapy sessions. The rescheduled therapy is ideally provided by your assigned team but, if they are unable or out of office, KBH will do their best to identify a substitute team member that can effectively deliver your child's treatment. KBH has specific staffing and shadowing guidelines in place which will ensure that only substitute pairings which are deemed to be safe and effective will be considered for substitute coverage.
- **Child arrives and departs on time every day.** Reliable start and end times are necessary for effective services, so we ask that you ensure your child is present for the full duration of their therapy. Tardiness or early pick-up is any instance where the caregiver is more than 15 minutes from scheduled start and/or end time. We understand occasional circumstances that may impact timeliness, and permit up to, but no more than, 3 occurrences per month. Our team members often have sessions back-to-back, so it is important that caregivers pick-up on time. If a caregiver is more than 15-minutes late to pick-up their child, more than twice in any given month, KBH reserves the right to ask that sessions move to the home or for the caregiver to remain on-site for the duration of their child's therapy session.
- **Caregivers adhere to the agreed-upon schedule for ABA services.** Adhering to the recurring schedule ensures that it remains aligned with your RBT's availability and that there is continuity of services without disruption. Any request to change your schedule to another time block must be communicated to your BCBA with 30-days' notice and can introduce the risk that the current RBT or BCBA might not be able to remain on the team. The 30-day notice will provide us with enough time to do our best to keep your team members or identify a new team member with availability that matches your new scheduling needs, in an attempt to avoid having to rejoin the waitlist for services. KBH asks caregivers to limit their requests to change their ABA schedule to no more than 3 times per calendar year.



- **Caregivers participate in family training as recommended by their BCBA.** Just as it is critical for each client to receive services as medically recommended, so to does the success of ABA treatment hinge on recommended family/caregiver participation in services. Depending on your child and family's needs, your BCBA will develop a recommended level of caregiver training and will work strongly with you to deliver this family training that empowers you to manage your child's behavior and apply ABA strategies. Based on your expressed parenting needs and/or areas where you experience higher stress, your BCBA will select the topics that are most relevant and can benefit you the most. Family training will be delivered individually to you each month. KBH also offers other opportunities for group family training where you can learn with other families, listen to and share experiences, and gain additional social support and community. All caregivers must meet with their BCBA 2-4 times per month to review progress, areas of concern, to practice how to use ABA strategies, ask questions, and agree on how to move forward in therapy.
- **KBH will be fully closed on all 6 of our company-observed holidays.** On these holidays, clinics will be fully closed, and no services will take place, including in-home, with the exception of in-home services that have received approval from a Clinic Director. If any of these holidays fall on a weekend, the weekday in which the holiday is federally recognized will continue to be the day that CCABA observes the holiday and clinics would be fully closed on that day.
 - New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day

Providing advance notice whenever possible supports our efforts to drive consistent service delivery to your child and family. Caregivers will give 24-48 hours' notice for any unexpected changes and a minimum of 2 weeks' notice for planned vacations. The greater advance notice provided to your clinical team, the better the likelihood of KBH's ability to plan accordingly and preserve staff availability.

If caregivers feel that RBT cancellations or tardiness become excessive, please contact your BCBA directly to discuss.

Illness Policy

KBH strives to maintain an illness-free and safe environment for all, and shall not be held liable for any sicknesses, illnesses, and/or conditions arising from receipt of ABA services, or attendance at KBH's clinics. In the interest of the overall well-being of the children we serve and clinicians, we require that caregivers cancel therapy sessions, and do not attend any of our clinics or receive in-home services, in the event their child exhibits any of the following symptoms in less than 24 hours prior to session:

- A bad common cold or sinus infection (e.g., lasting cough, yellow or green mucous)
- Rough cough with phlegm or discharge
- Flu-like symptoms (e.g., nausea, hot to the touch)
- Fever at or above 100° F up to 24-hours prior to session
- Nausea, vomiting or acute discomfort (e.g., stomach cramping, bee stings)
- Chicken Pox, Measles, Mumps, RSV, Rubella, Mononucleosis
- Strep Throat
- Earaches
- Hand, Foot, and Mouth Disease



- Conjunctivitis (pink eye)
- Lice, bed bugs, or other visible bug
- MRSA, skin infections, other viral infections, hives, rashes, or any other contagious illness
- All other shareable and/or communicable conditions not mentioned above.

After an illness, your child may resume services only after meeting the guidelines detailed below:

- **Vomiting, Fever, Sinus Infections, Colds:** Child must be symptom-free for at least 24 hours and have taken any necessary medication as directed by prescribing doctor and medication labels
- **Strep throat or conjunctivitis:** Symptoms must have subsided entirely for at least 48 hours, following medical treatment with antibiotics and/or other medication
- **Lice:** Presence of lice must have been eliminated for at least 72 hours, following medical treatment with recommended products as indicated on product label
- **Chicken Pox, Measles, Mumps, RSV, Rubella, and Mononucleosis:** Before services can resume, your child's physician must sign a release stating that it is okay for your child to resume treatment and be in the near proximity of others.

We recognize that you are the best judge of your child's health, and trust that you will cancel services according to the guidelines above. However, if your child becomes ill while in our care, our team will decide whether services will continue for that day or not. If symptoms are worsening or are believed to present a higher risk to others, you will be called to come take your child home. When called, you (or an alternate, authorized adult) are expected to come within two hours. While we understand short notice is not ideal, our goal is to protect your child's health and that of other children and staff in the same space.

Covid-19 Guidance. Additional policies are in place to determine when services must be paused or cancelled if Covid is a concern and/or confirmed. Symptoms with a higher likelihood of being COVID include *fever, chills, dry cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, new loss of taste or smell, and sore throat*. If these symptoms are present, or if several of them are co-occurring, our team will collaborate to decide how to best proceed. If at any point your child or team member tests positive for Covid, a minimum 5-day isolation period is required before they can resume ABA services.

