



PARENT HANDBOOK

2018

INTRODUCTION

This parent handbook explains the operations and policies at TRIO Academy, Inc. This handbook is not a contract for services or enrollment in TRIO Academy, either expressed or implied, or the conditions of enrollment between TRIO Academy and its clients. **Clients and/or parents/guardians are required to read, understand, and comply with the provisions of this handbook.**

From time to time, the policies and operations described in this handbook are subject to change. TRIO Academy reserves the right to evaluate, revise, modify, rescind, delete or add to the provision of the Handbook at its sole discretion.

Enrollment at TRIO Academy is *at-will*, meaning that it can be terminated at any time by the client or TRIO Academy, with or without notice, and without cause. Nothing in any document or statement now in existence or hereafter created shall limit the right to terminate the at-will enrollment except pursuant to a written enrollment agreement signed by one of the Owners of TRIO Academy and the client and/or client family. No other officer, agent, or employee of TRIO Academy has the authority to revise, waive, or alter this at-will enrollment policy, which cannot be altered other than pursuant to a written agreement signed by the Owner and the client family.

This handbook and the policies and procedures contained in it supersede any and all prior past practice, written representations, or statements regarding the terms and conditions of your enrollment, except as may be stated in a fully signed and written enrollment contract. Any and all previous handbooks are specifically revoked.

Please contact the Director of Children’s Services if you have any questions on any matter covered in this handbook.

TRIO ACADEMY MISSION

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TRIO Academy provides services to children, teens, adults, and the community. These services are comprehensive in nature and designed to assist the client and family in transitioning through each stage of life, while learning functional and important skills along the way. The services include: intensive ABA therapy, behavioral consultation, daily living skills, social skills, mentoring, adult day programs, autism education, school support, parent training, and community resources.

TRIO ACADEMY STAFF

Owner, Director of Children's Services

Angela Wade, M.S., BCBA is the Director of Children's Services and one of the two Owners of TRIO Academy. She is responsible for training and supervising all services for children, including intensive ABA, daily living skills and social skills classes. Angela is also responsible assisting with community programs like autism education, school support, community-based training, and behavioral consultation. Lastly she is required to maintain her certification and state license as a Board Certified and Licensed Behavior Analyst.

Owner, Director of Teen and Adult Services

Lesley LaLuzerne is the Direct of Teen and Adult services and one of the two Owners of TRIO Academy. She is responsible for training and supervising all services for teens and adults, including individual and group programs, daily living skills and social skills classes, mentoring opportunities, adult day programming, and community involvement for TRIO clients. Lesley also assists with community programs like autism education, school support, and parent training.

Board Certified Behavior Analyst (BCBA)/Behavior Analyst In-Training

At TRIO Academy, your child will have one assigned BCBA or BCBA-IT. This person is responsible for designing and managing your child's therapy and programming. As your child masters and becomes fluent in a skill, your BCBA/BCBA-IT will move your child on to the next program. Your BCBA/BCBA-IT is your contact person at TRIO Academy. You can speak with them about any topics related to your child's services including, questions about therapy, scheduling, parent training, meetings, and holding in-home sessions. You can contact them via email or by calling the center and asking to speak with them. If they are unavailable, they will you back as soon as they can.

In addition to being responsible for your child's programming, the BCBA/BCBA-IT also assists in training, supervising, and monitoring the Behavioral Treatment Technicians while the Technician provides direct service to your child. A considerable amount of time is spent on the floor with the Technician and child, providing feedback and demonstrating correct therapy skills to the Technician.

A BCBA or BCBA-IT has completed their Master's degree or is currently enrolled in a Master's program in Applied Behavior Analysis. In Wisconsin, it is required that a person who delivers services at this level have a Bachelor's degree with 2,000 hours of experience. However at TRIO, we endeavor to provide Master's-level Board Certified Behavior Analysts or Behavior Analysts In-Training to complete and manage your child's programming.

Behavioral Treatment Technician (Technician or Tech)

Behavioral Treatment Technicians, also known as Technicians or Techs, must be at least 18-years old and have a high school diploma (or equivalent). TRIO Academy provides 40 hours of training in Applied Behavior Analysis. Technicians are trained in the principles of behavior, observe an experienced Technician or BCBA working with a child, and finally are observed working with a child themselves and given on-the-spot training and feedback.

PARENT INVOLVEMENT AND COMMUNICATION

Frequent and effective communication is essential for successful center-based treatment. TRIO Academy encourages direct communication with your child's BCBA which minimizes the chances of miscommunications that are possible when multiple staff are involved. However, miscommunication is still possible because your child has a treatment team of staff who you will see on a regular basis. Communications with the first technician of your child's day may not be passed along or passed along accurately, as the day can be hectic and distracting. In efforts to minimize lost items or items sent home with the wrong child, it is important to label each item sent in with your child.

Please relay all important information to your BCBA directly.

Please label EVERY individual item that belongs to your child (i.e., each mitten, sock, shoe, spoon, lunchbox, etc) with his/her first 2 initials of their first AND last name (i.e., AnWa)

Daily

When you pick up your child each day, you will receive an oral and written summary of your child's day at the center. At this time, it is important that you ask any questions or voice concerns to the staff member. If you have questions or concerns regarding therapy, goals, meetings, schedule, or communication concerns it is best to ask to speak with your Behavior Analyst. Daily reports are completed for your child each day. The report will include information such as your child's daily activities, items they brought from home, meals/snacks eaten, any naps, and instances of problem behavior. The report may also include something to work on at home.

First Month

During the first month of therapy, we focus on creating positive bonds with your child. Each staff member plays and gets to know the child while the child is familiarizing themselves with the routine of the center. Parents will attend one meeting to discuss your child's Treatment Plan, make any suggestions, and sign the plan. During this meeting, parents and the Behavior Analyst will also formulate an individualized training series to help with any difficulties outside of the center and help to generalize skills learned in the center to other environments.

After 1st month

After the first month of therapy, your child will be working on all the initial goals in his or her Treatment Plan. Each month after the 1st, parents are encouraged to set up an in-home visit with your Behavior Analyst to work on generalization of skills and any behavior reduction strategies. Parents will also attend a monthly meeting to go over any updates or changes in the child's life outside the center, progress during treatment, and also observe your child during therapy. Some additional parent training and/or feedback can be delivered during the monthly meeting.

At the end of each quarter you will be given a Quarterly Progress Report that summarizes your child's progress on therapy goals during that quarter. This summary will also include graphs of any problem behavior that is currently being targeted with behavior reduction strategies. This report will be reviewed in the monthly meeting in which the report was completed.

At the end of each year, TRIO Academy will contact you regarding any paperwork that requires updating. TRIO Academy automatically processes the 3-month, 6-month, or 1-year re-authorizations for your child with your insurance company so you may not be aware of changes until TRIO requests additional information from you.

Parent Postings

TRIO Academy displays helpful or important postings, updates, parent forms, resources and communications in the main entrance.

DROP-OFF/PICK-UP POLICY

- Arrive no later than your child's scheduled time for drop-off and pick-up.
- Please call the center if you will be **more than 5 minutes late**. Your Behavior Analyst will call you if you are 15 minutes late and have not called the center.
- You are **REQUIRED TO CALL within the 15-minute grace period** if there are extenuating circumstances causing you to be late. TRIO Academy allows a 15-minute grace period. If you are later than 15 minutes to your child's session without calling, the following late fees will be imposed:
 - 16-25 minutes late - \$10
 - 26-35 minutes late = \$20
 - 36-45 minutes late = \$30
 - Additional \$10 for each 10 minute increment after 45 minutes.

ATTENDANCE, SCHEDULE CHANGES, NO SCHOOL DAYS & ILLNESS

Attendance

A consistent therapy schedule is very important for your child's progress. Your child's schedule will be agreed-upon between you and your Behavior Analyst and will be consistent week-to-week. For example, if your child is prescribed to receive 30 hours of therapy and you have agreed upon 9am-3pm Monday-Friday, you can expect that your child will be scheduled for those hours each week.

Once your child's schedule is determined, it is TRIO Academy's responsibility to ensure that trained staff are able to provide services during those hours. Consistency of treatment and avoiding the loss of hours due to staff call-in's or illness is one of the advantages of center-based treatment. Please be mindful of this and make every effort to abide by your child's agreed-upon therapy schedule.

Scheduling

It is TRIO Academy's policy that your child **MUST** attend therapy at least 3 days per week to allow for consistent sessions. Sessions must be at least 2 hours long, may not exceed 9 hours per day (with nap) and only one session is allowed per day.

TRIO Academy completes therapy schedules 2 weeks in advance. TRIO Academy schedules technician to provide services to your child in 2-hour blocks of time. These technicians are a vital part to your therapy team. TRIO Academy begins session times on the hour or half-hour only to comply with billing rules. Start or stop-times on a 15-minute increment is **ARE NOT ALLOWED**.

TRIO Academy does not function as a "drop in" service or day care facility, although it may appear as though the hours and day-to-day functioning resemble these services. Please consider your child's therapy to be a **MEDICAL APPOINTMENT**. Technicians are scheduled one-on-one with your child and only when your child is present. If you arrive late, your child's technician is kept waiting for your arrival.

If you are going on vacation, have pre-existing doctor appointments, or other conflicts with your child's agreed upon schedule, you should complete the "Client Schedule Change Request" form **at least 2 weeks in advance of the change**. Emails, phone calls, or other verbal communications will **NOT BE ACCEPTED** as a form of communication about the schedule change.

Illness

Please call the center **no later than 1 hour prior to the scheduled start time** if your child cannot attend therapy due to illness. If your child is home sick, his/her technician is typically sent home and is not available later in the day (i.e., if your child becomes well, you find a better ride to the center, etc). TRIO Academy will not be able to accommodate a later start time if you have called your child in sick earlier in the day.

If your child is ill, please **DO NOT** bring them to their scheduled session. TRIO Academy staff will also not attend any scheduled in-home sessions for that day. If your child does not attend school or is sent home from school due to illness, please do **NOT** have them attend therapy later that day. Parents will need to pick up their child within 30 minutes if he or she is ill at TRIO Academy, as TRIO is not licensed to care for mildly ill children. Please respect the staff's judgement if they determine that the child is not well enough to attend therapy. This helps to decrease the spread of disease to other children and staff members.

If a child becomes ill while at TRIO Academy, the child will be isolate from other clients (in a separate room) and the parent will be called immediately. TRIO Academy must remove a child from common areas for a child:

- Who has a reportable illness or condition that is contagious (Parents must inform TRIO within 24 hours if their child has a contagious disease),
- With chicken pox until the child is no longer infectious or lesions are crusted over,
- Who has vomited since arriving that day,

- Who has had any abnormally loose stools since arriving that day,
- Who has contagious conjunctivitis or pus draining from the eye (pink eye),
- Who has a bacterial infection and has not completed 24 hours of antibiotics,
- Who has unexplained lethargy and is unable to participate in normally scheduled activities.
- Who has a 100-degree or above temperature before temperature reducing medication is given,
- Whose temperature has not been below 100 degrees for 24 hours,
- Who has an undiagnosed rash or rash attributable to a contagious illness or condition.

If parents would like a make-up session to occur, please notify TRIO Academy as soon as possible, and TRIO will make every effort to schedule the session. If the make-up session is not immediately available but something becomes available in the future, arrangements can still be made if the parents show continued interest.

No school or early release days

TRIO Academy recognizes that many schools have scheduled breaks, days off, or early release days. Due to staff availability, TRIO Academy MAY NOT be able to provide additional services for your child during these situations. TRIO Academy cannot guarantee extra staff on-hand for occasional circumstances- including Christmas and Spring Breaks. If the schedule change is requested at least 2 weeks in advance, TRIO Academy will make reasonable efforts to accommodate additional hours (provided that those hours are approved by insurance). If unable to accommodate additional hours, TRIO Academy will continue to provide services on the agreed-upon schedule.

During the summer, large schedule changes will be allowed IF the extra hours are covered by insurance.

Holidays Off Schedule

TRIO Academy recognizes the following holidays and will be closed.

- New Year's Day (may be shortened hours on New Years Eve)
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day & Black Friday
- Christmas Eve
- Christmas Day

Hours of Operation

TRIO Academy is open from 7:30am to 6:00pm Monday through Friday. These hours of operation are subject to change for summer/school months. Generalization sessions may occur outside of these business hours or on weekends. The availability of the sessions depends on your BCBA's hours and your availability for an in-home meeting.

CLIENT-PROVIDER RELATIONSHIP

It is TRIO Academy policy that TRIO staff members are not permitted to engage in social relationships with clients in order to maintain professional and ethical boundaries. TRIO Academy staff cannot give or accept gifts or participate in personal events such as birthday parties or graduations. TRIO Academy staff members are not permitted to provide any other services outside of treatment, such as in-home babysitting and cannot care for other family members other than the client of TRIO Academy. To ensure a safe and harassment-free therapy environment, TRIO Academy forbids and offensive physical, written, or verbal behavior of a sexual or derogatory nature or based on any other characteristic protected by law.

GRIEVANCES, FEES/REFUNDS & TERMINATION OF SERVICES

Grievances

If a parent or caregiver has complaint about or conflict with TRIO Academy, they are encouraged to make an appointment with the Director of Children's Services/Owner to professionally discuss and reconcile the dispute.

Fees

Fees are due to TRIO Academy on the due date listed on the invoice. Payments can be made via personal check, debit/credit card, HSA, or cash. In the event of a third-party payment (i.e., employer or county), special arrangements will be made. Cash or check payments can be mailed to TRIO Academy's regular address. All payments made by HAS or debit/credit card need to be discussed with one of the TRIO owners.

- Parents will not be billed for days when the child does not attend due to illness or other circumstances if the funding source is NOT private pay from the family.
- There are no reductions in fees for additional children from the same family.
- Late fees are applied when a parent is more than 15 minutes late (without a phone call). There is a \$10 charge for each 10 minute increment past the 15 minute grace period (without a phone call). Time will be kept from the Universal Time.
- NSF checks will result in \$25 fee.
- Payments postmarked AFTER the due date printed on the invoice will result in a late fee of \$25.
 - If no payment is received within 3 days of the due date, a second invoice will be sent with the \$25 late fee added, a new total, and a new due date (10 business days).
 - If no payment is received within 3 days of the due date for the 2nd invoice, a 3rd invoice will be sent with an additional \$25 fee added, new total, and new due date (10 business days).
 - If no payment is received within 3 days of the due date for the 3rd invoice, a FINAL invoice will be sent with an additional \$25 fee added, new total, and final due date (10 business days).
 - If no payment is received within 3 days of the FINAL invoice due date, all services will be IMMEDIATELY put on hold until the account is paid in full.

- In the event that a fee (i.e., special event fee) was paid prior to the event and the child was unable to attend due to illness or the event was cancelled, a refund can be expected within 2 weeks of the date of the event.

Termination of Services

A client may be discharged from the center or services placed on hold for such reasons as (but not limited to):

- Successful completion of the program as agreed upon by the parents and TRIO Academy supervisors.
- Insurance company no longer provides funding due to reaching treatment goals and therapy is no longer deemed “medically necessary”
- Failure to pay fees by due date indicated on the FINAL bill. This may result in IMMEDIATE termination without advanced notice.
- Lack of parental cooperation
- Physical, mental health or behavioral needs of the client exceed TRIO Academy’s training or ability to provide effective services. This will result in a meeting with the parents to determine other possible solutions and provide additional community resources. In situations of severe self-injurious behavior or aggressive behavior towards others (breaking bones/joints, drawing blood, large tissue damage), TRIO Academy may terminate services without advanced notice.
- Frequent failure to abide by pick-up/drop-off policies AND not paying late fees.
- Failure to complete and return required paperwork.

A child will never be discharged due to discrimination as TRIO Academy complies with all applicable provisions of the Americans with Disabilities Act.

Parents must give a 2-week written notice of their intent to terminate services. In this case, a exit consultation will likely be scheduled.

If a parent feels that an appeal is necessary, they may submit a written appeal to the Owners of TRIO Academy. A consultation will be scheduled within 2 business days to review the intended discharge. TRIO Academy owners will make the final decision.

If the termination is a mutual decision by TRIO Academy and the parents, the final date of service will be agreed upon.

INSURANCE COVERAGE

TRIO Academy is in-network with several insurance providers. We will attempt to gain in-network status with an insurance company of a prospective client if we are not currently in-network with that insurance. TRIO Academy cannot guarantee insurance acceptance.

INFORMED CONSENT & CONFIDENTIALITY

TRIO Academy secures records of our clients’ information. These records contain dates of contact with the clients, notes on progress, and other information. They are considered confidential records

and can only be released with written consent from the client/parent/guardian. TRIO Academy abides by HIPAA regulations regarding confidentiality. TRIO Academy requires a signed "Release of Information" prior to sharing information with a third party.

ACCIDENT & EMERGENCY PROCEDURES

Fire

In case of an emergency that would require an evacuation, staff will assist all children to leave via the nearest exit. As most children in the center have a one-on-one staff assigned to them at all times, the staff member are aware of the children for whom they are responsible. Staff assigned to children requiring additional assistance due to physical disabilities or challenging behavior will have priority for supervisory help. The current schedule and children emergency contact lists will be taken outside of the building by the on duty supervisor to verify that all children are present and to contact parents as soon as possible. Children will be gathered a safe distance from the any burning material. Parents will be notified after the fire department has been called. In the event that we cannot return inside the building, the children will be transported to a safe and warm location until parents arrive.

Tornado

If there is a tornado warning, the children will be taken to the basement away from the window. Blankets, portable radio, flashlight, and extra batteries are kept in the basement at all times. The current schedule and children emergency contact lists will be taken outside of the building by the on duty supervisor to verify that all children are present. Children will be kept busy in the basement until the warning has passed.

Other Emergency Situations

If the center should lose the use of heat, water, or electricity before the center opens, the parents will be notified at least 1 hour before their scheduled time and will be asked to keep their child home.

If the center loses the use of heat, water, or electricity while children are present, one of the Directors will call the parents of all children and ask them to pick their child up within 1 hour.

In the event of an emergency closing (snow emergency), we will contact new stations and call parents to pick up their child.

TRIO Academy follows Oshkosh Area School District closings for weather emergencies.

All emergency phone numbers including the owners, Fire Department, Police Department, Ambulance, Poison Control, WPS (electric), and Child Protective Services for Winnebago County are posted at all times.

In the event that a call to Child Protective Services is warranted, the person who witnessed or suspected the neglect or abuse will contact the department directly. After the report has been made, the staff will notify one of the Directors of the report.

All supervisors are trained in child CPR/AED and first aid. First aid supplies are stored in the office.

Family Legal Issues

TRIO Academy requests a copy of all legal documents affecting custodial rights of children receiving treatment at TRIO. These include, but are not limited to:

- Restraining orders issued by a court that relate to the child, the enrolling parent, or other family members.
- Any change of legal guardianship or custody if it could affect your child's treatment, drop-off, or pick-up.

TRIO Academy will release the child to the parent/guardian with physical custody or persons listed on the Authorized Pick-Up list.

MEDICATION

TRIO Academy administers medication under the following circumstances ONLY:

- Parents completed the TRIO Academy Medication Authorization form for each prescription and non-prescription medication
- All medication must be in the original container with client's name, current dosage, and administration directions. We will not exceed the dosage on the label of the medication without a written doctor's prescription/authorization.
- Medication is stored in a locked medication box. There is a covered, labeled, and locked container in the refrigerator for those medications requiring refrigeration.
- All administrations of medication will be documented in a Medical Log Book. Parents have access to entries regarding their child if requested.
- If there is delayed or missed dosage or other errors in administration, parents will be notified immediately and may be asked to contact their doctor for recommendations.

Over-the-counter ingested medicine:

- Requires a completed Medication Authorization form. Medications that are not listed on a Medication Authorization form will NOT be administered to your child.
- Child's name must be on the container.
- Any over-the-counter medication administrations will NOT be written in the Medical Log.

Any accidents or injuries occurring in the center will be logged in the Medical Log Book. Any marked change in behavior or appearance or any observations of injuries to a child's body received outside of the center will also be logged.

TOILETING

If your child uses wipes and/or wears diapers, pull-ups, pads, feminine hygiene products, etc. these items are to be provided by the parents. They will be stored in your child's bag/backpack that he/she brings each day. These items should be replenished each night or morning to ensure your child has sufficient amount to last the day.

If your child is unable to stand for diaper changes, please pack a personal changing mat that can be used for diaper changes.

Your child's toileting plan/schedule is discussed during initial assessment meeting and progress meetings, if applicable.

TRIO Academy asks that you keep an extra set of clothing (pants/shorts, socks, underwear, and shirt) in your child's backpack in case of accidents or soiled clothing. Any soiled or dirty clothing will be sent home in a plastic bag in your child's backpack.

NAPPING

If your child requires a nap or you wish for him/her to nap you must provide a cleanable sleeping cot/mat for them to rest on. Blankets/sleeping bag and/or pillow is also optional for naps. These items can be stored in the center. Any washable items will be sent home every 2 weeks (or when dirty) for laundering.

MEALS & SNACKS

All snacks, meals, and drinks (other than water) are provided by parents. TRIO Academy provides storage space for bulk snacks (please label with initials and date). All meals need to be packed daily and be able to be re-heated in the microwave. If your child has cooking goals, other options can be discussed with your child's BCBA. Any uneaten items will be sent home with your child. Packed meals are kept in the refrigerator unless other instruction is provided by parents.

Children cannot share food items.

Food allergy information is collected upon enrollment. Please indicate if food restrictions are allergies or dietary restrictions/preferences. This information assists TRIO Academy staff in the event that a restricted item is accidentally consumed by your child.

Dishes, cups, and silverware are provided by TRIO Academy. If you wish to send in your own dishes or utensils, please initial each item. Items sent from home will be rinsed prior to being sent home to be washed.

Snacks are provided every 3 hours at TRIO Academy- typically around 9am and 3 pm for day-enrolled clients and after school for children who are in school all day. Lunch is scheduled between 11:30am or 12pm and dinner is at 5:00pm.

Information in the Parent Handbook is subject to change. If significant changes are made, parents will be asked to sign and date a Parent Handbook Acknowledgement Form indicating that they have read and understand the changes.

PARENT HANDBOOK ACKNOWLEDGEMENT FORM

The Parent Handbook outlines the Autism therapy services and expectations. Please keep a copy in a safe place to use in the future for reference and information. The Parent Handbook is subject to change without notice. Any significant changes will be provided to the parents and parents will be asked to sign a new Parent Handbook Acknowledgement Form.

I acknowledge that I have read, understand, and agree to follow the Policies and Procedures relating the parents presented in the Parent Handbook.

Parent's Signature

Date

Child's Name

Date of Birth