



SUCCESS ON THE SPECTRUM

Houston's Most Socially Active ABA Provider

PARENT HANDBOOK

WELCOME

Thank you for choosing Success on the Spectrum as your partner in autism treatment for your child! We value this opportunity to provide your child with high quality behavior intervention services and family training to help your child find success.

Open communication is encouraged and your child's BCBA is available to you and your team as needed to address questions between visits and training sessions.



Our Beginnings

Inspired by the effectiveness of ABA Instruction within their own family, Iyad and Nichole Daher opened SOS in Houston TX in 2015 in order to help other families find Success On The Spectrum.

Our Mission

SOS provides an all-encompassing support system for autistic children and their families.
SOS strives to create opportunities for successful, independent futures in mainstream society.

We focus on helping all children develop a positive self-concept, independence, and self-control in a fun, engaging environment. We teach invaluable life skills that we hope our clients will carry into adulthood.

We succeed when you succeed!

Our Promise

We promise to enthusiastically provide our clients with the highest quality of intensive, research-based behavioral treatment and the most knowledgeable and dedicated staff in order to foster every skill needed for your child and family to find Success On The Spectrum.

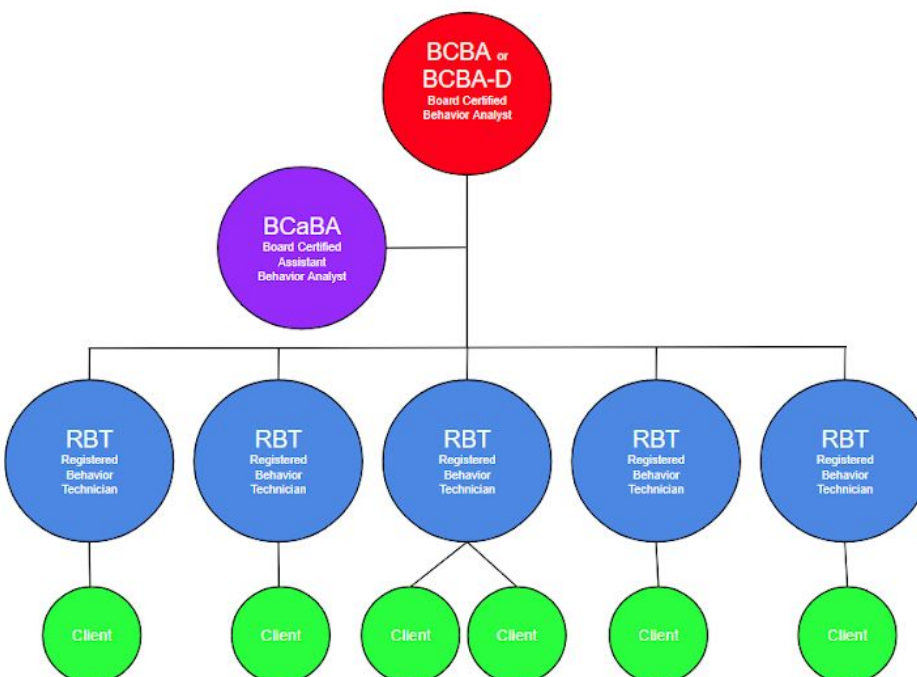
Our Program

SOS analysts create tailored programs that help clients reach their individual potential by identifying socially significant goals developed through customized assessments. All lessons are taught through play and practiced in real-life social settings. Our programs put emphasis on language development and socialization.

ABA THERAPY

ABA Therapy

- Our Behavior Analyst will create goals for your child using research-based tools, primarily the VB-MAPP, ABLLS or AFLS Assessment Tools.
- Our Behavior Analyst will assess your child's progress through direct observations and regular data collection.
- Skills that your child does not demonstrate are broken down into small steps. This can be done using a task analysis or shaping procedure. Both of these teaching tools allow us to meet your child where they are and teach them step by step to allow them to experience success along the way!
- Our instruction methods teach your child how to learn – to listen, to watch, to imitate.
- As your child progresses, guidance is systematically reduced so that they begin to respond independently; prompts are faded out.
- As knowledge is acquired, your child is taught to combine steps in more complex ways and to practice them in varied situations.
- Problem behavior is not reinforced. The child is not allowed to escape from learning and is redirected to engage in appropriate behavior.
- Appropriate behavior is reinforced. Verbal praise, games, toys and edibles may be used as reinforcement for appropriate behavior.
- Your child's responses during every session are recorded. These data are used to determine if he or she is progressing at an acceptable rate. If not, the program is modified.
- The BCBA observes the child's sessions with the RBT weekly to ensure that programs are being implemented correctly and safely.



The BCBA sets the client's goals and the Behavior Tech delivers the ABA therapy.

One BCBA can supervise the treatment of up to 12 clients at a time.

If a BCaBA is assisting them, the caseload can increase up to 16 clients.

Generally, the BCBA will directly supervise the Behavior Tech giving therapy to each client for 2 hours for every 10 hours of treatment.

Indirect supervision can be described as treatment planning group meetings (without the client present).

On average, direct supervision time accounts for 50% or more of case supervision.

CAREGIVER TRAINING

Parent Training

- Included in your child's treatment is a weekly Parent Training session. At least one training per month must be in person, others can occur via secure video chat. Parents are REQUIRED to participate in parent training.
- Parents/Grandparents/Babysitters/Teachers will receive education on how to implement the principles of ABA in everyday activities with their child; such as communication, dressing, eating, bath-time, responding to challenging behaviors, and playtime.

Our 1:1 Comprehensive ABA Instruction Includes:



IN-CENTER POLICIES

Full-time clients attend our center Monday- Friday 8:00am-4:00pm.
Ask us to travel with you to "problem environments" such as
grocery stores, malls, or doctor's visits.

BEFORE YOUR SESSION

- GET DRESSED! Children should be dressed and fed prior to drop off at our center (unless these skills are being addressed in the program). Please send your child with all clothing necessary for the weather, including shoes and socks, and jackets if needed.
- PACK A LUNCH AND WATER BOTTLE! Due to safety reasons, SOS does not provide any meals or snacks for the children. All students are expected to pack a lunch and re-usable water bottle. All SOS centers are nut free facilities. Parents are responsible for notifying the facility, in writing, of any allergies or other medical conditions upon enrollment or as the parents become aware of them.
- PACK DIAPERS AND CLOTHES! Clients enrolled in SOS are not required to be toilet-trained, but parents are required to send in the appropriate diapering and/or toileting supplies that their child may need in their backpack. This includes diapers, wipes, creams, changes of clothing, and gloves to allow our staff of minimum of 5 changes per day.
- PACK MEDICINE! Parents are responsible for supplying the child's medications, and must complete the medical administration form.
- PACK TOYS AND SNACKS! Children do not learn when they are unhappy, bored or stressed. It is our job to motivate your child to learn! Let us know what rewards your child is likely to enjoy. We request parents provide an assortment of their child's favorite items.
- PACK ELECTRONICS! Occasionally, clients may bring personally owned devices (such as communication boards, iPads, iPods, specialized games, etc.) into the center. Before any client-owned equipment/devices are brought on-site, a release of liability form must be completed by the parent. Parents are financially responsible for damage caused by your child to SOS property or a SOS employee's property. SOS is not responsible for any damage done by your child to your property
- LEAVE FIDO AT HOME. Animals/pets are not permitted in the center without approval.

DURING YOUR SESSION

- SIGN IN! When you arrive at the center, you must sign in. Parents are responsible for ensuring accuracy of hours. SOS is not liable for children outside of the checked-in hours. Parents are responsible for children in the parking lot or anywhere outside of the SOS center.
- You are welcome to view your child's session on our video security system from our Viewing Room. All non-client minors in our center (such as siblings) must be accompanied by an adult at all times.
- Your child will alternate between working in a treatment room and working in a common room (such as the playroom or art room).
- PARENT TRAININGS! SOS requires parents to participate in Caregiver Training. Parents will be given "homework assignments" and will be frequently contacted about these assignments.

AFTER YOUR SESSION

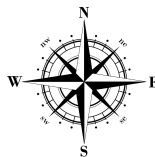
- DON'T BE LATE! SOS will charge a \$25 late pick-up fee for each 15 minutes after your scheduled session has ended.
- SIGN OUT! Parents must complete the sign-out form at the end of each session. If someone other than a parent is scheduled to pick up a child from our center, parents must fill out a form to authorize them to do so. SOS reserves the right to ask for their ID.
- DAILY REPORTS. Parents will receive a Daily Report about the progress made within the session.
- CONTACT US about anything! Open communication between parents and contractors is essential to the establishment of a successful program for the child.

While in the center, children are grouped according to their developmental level.



CREW: OCEAN

Children requiring very substantial support. Crew Ocean may do most of the therapy in a 1-on-1 setting. Most clients in this group will not share a therapy room. This group attends short group activities throughout the day.



CREW: VOYAGERS

Children requiring substantial support. Voyagers share a room with another child with a curtain between them. This allows them to acclimate to noise distraction. Voyagers attend many group activities throughout the day.



CREW: SAILORS

Children requiring support. Sailors may share a room with one or more other children. The desks are next to each other, simulating a classroom setting. The majority of Sailors' activities are done in a social group setting.

IN-HOME POLICIES

*In-home sessions occur Monday- Thursday 4:30pm-6:30pm.
Ask us to travel with you to "problem environments" such as
grocery stores, malls, or doctor's visits.*

BEFORE YOUR SESSION

- GET DRESSED! Children should be dressed and fed prior to the session (unless these skills are being addressed in the program).
- DESIGNATE A THERAPY AREA. Prepare an area in your home to be used for therapy. It must be a comfortable temperature, well lit, and relatively free of distractions.
- FUN TOYS! Children do not learn when they are unhappy, bored or stressed. It is our job to motivate your child to learn! Let us know what rewards your child is likely to enjoy. We request parents provide an assortment of their child's favorite items.
- PLAN TO STAY. A parent or responsible adult must be present at all times during therapy sessions. SOS employees are not allowed to change diapers, undress or bathe a child. If needed, parents will also be the one to administer any first aid to your child.

DURING YOUR SESSION

- SIGN IN! Parent must complete the sign-in form at the beginning of each session. Parents are responsible for ensuring accuracy of hours.
- GET READY! Therapists may use the first and last 15 minutes of the session for set-up and clean up
- NO DISTRACTIONS. SOS Therapists are not obligated to work with siblings. If a therapist feels a sibling can be used as a participant in a session, it is at their discretion.
- LIABILITY. Parents are financially responsible for damage caused by your child to SOS property or a SOS employee's property. SOS is not responsible for any damage done by your child to your property. Pets are not allowed to be in the therapy area or near the behavior technician.
- TRAVELING. If your child needs to be transported, it will be the responsibility of the parent or guardian to do this. SOS employees are not allowed to take a child in their automobile at any time.

AFTER YOUR SESSION

- SIGN OUT. Parent must complete the sign-out form at the end of each session.
- DAILY REPORT. Parents will receive a Daily Report about the progress made within the session.
- OFF LIMITS. Do not allow your child to play with SOS therapy materials and reinforcers outside of therapy time.
- PARENT TRAINING. SOS requires parents to participate in Caregiver Training. Parents will be given "homework assignments" and will be frequently contacted about these assignments.
- CONTACT US about anything! Open communication between parents and contractors is essential to the establishment of a successful program for the child.

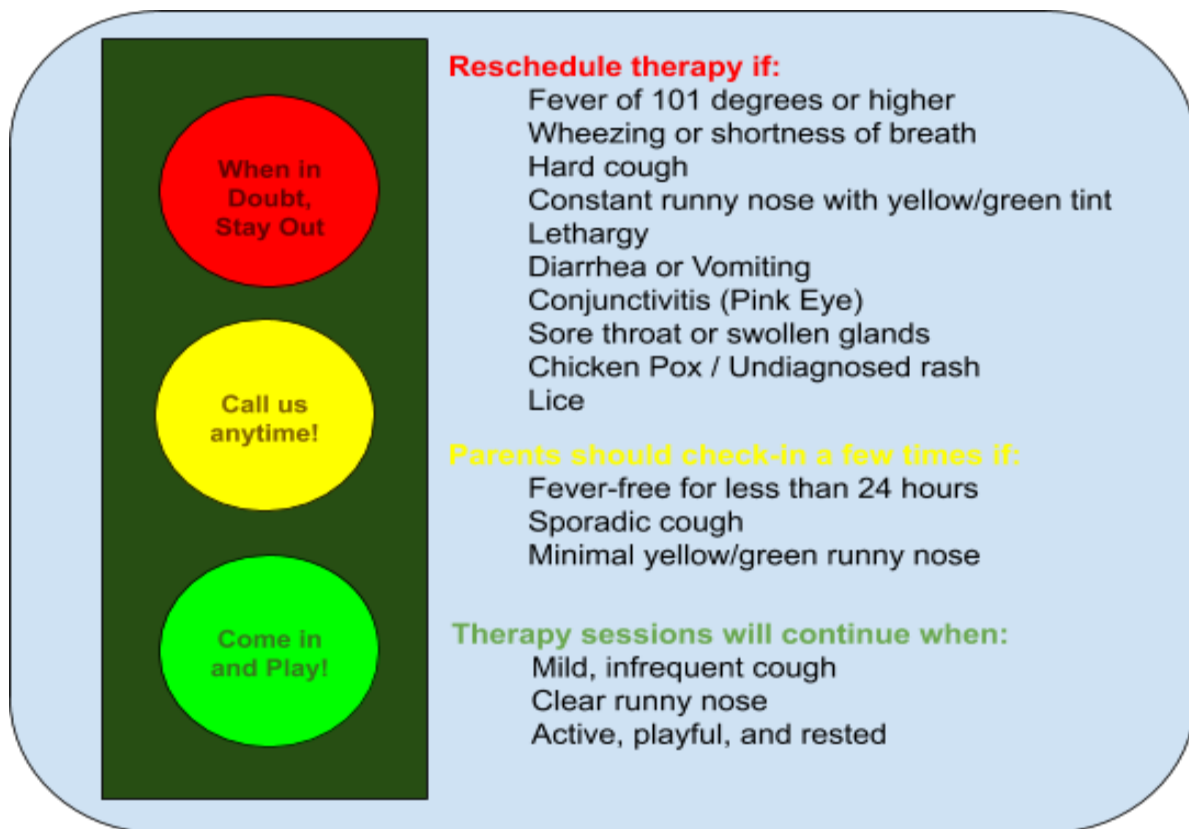


CREW: CAPTAINS

Children requiring very little support.

Captains may already attend a mainstream school. The therapy occurs in the home setting, school shadowing, or in a public place.

HEALTH POLICY



CHILD ILLNESS

If your child is ill, please inform the scheduling manager to cancel the session no less than 2 hours prior to the start of the session. If a therapist notices any of the symptoms above during a session, we will contact you immediately and terminate the session.

MEDICATION

Parents are responsible for supplying the child's medications.

- All medication must be FDA approved.
- A prescription or over the counter medication must be given to the BCBA in the original box/ bottle with the instruction label attached.
- Parents must sign a [form authorizing](#) the staff to give the medication.
- All medication must be labeled with the child's name.
- All medication must be handed directly to BCBA. Do not leave any medication in the child's backpack.
- All medication will be stored in a locked cabinet or in the kitchen refrigerator out of possible child's reach.
- Unused medication and expired medication will be returned to the child's parents.

CENTER EMERGENCY POLICIES

Weather Emergencies: If an unsafe weather situation (such as a tornado) develops during open hours, children will be moved into bathrooms and hallways until the storm is over. Therapists will stay with the students and play quiet games to help maintain a calm atmosphere.

Medical Emergencies: If a child should become seriously ill or sustain an injury requiring immediate treatment, supervising staff may make the decision to call the Emergency Medical Services. Every effort will be made to establish contact with parents prior to making this decision. For less serious injuries, parents may be notified by phone call. An incident report will be sent home at the end of the day detailing what happened and what steps were taken by staff members. Although every effort will be made to keep children safe, most children sustain a series of bumps, bruises, and scrapes during the early years.

Emergency Evacuation: The decision to evacuate may be made by SOS management or government officials. In such a case, staff and children will evacuate to a designated safe location outside. Children with mobility issues will be carried by staff members and all others will walk as a group with staff.

Other Emergencies: There may be rare occasions where the SOS Center may need to close due to emergency circumstances beyond our control, such as extended power loss. If the facility is unable to open due to such an emergency, a staff member will attempt to call you as soon as possible. If it becomes necessary to close early due to such an emergency, you will be asked to pick up your child. The manager will determine the length of time children may remain at the center without power. If the temperature in the building becomes uncomfortable or unhealthy, or if the drinking water supply is contaminated, or if the bathrooms become inoperable, parents will be called to pick up their children. Since these closings are due to circumstances out of our control, we are not able to offer any refunds for missed days.

Emergency Drills: Fire Drills are held once every month. Children are evacuated to the designated safe zone outside and wait for the manager to take attendance and give the all clear before returning to the building. Severe weather drills are held every three months. Children are taken to the bathrooms and hallways, and are seated on the floor. Staff will play quiet games until the manager takes attendance and gives the all clear to return to the building.

First Aid: All SOS Employees are Basic Life Support (BLS) certified. All employees are trained to perform CPR and the Heimlich Maneuver on children. An OSHA compliant first aid kit is kept in our center to treat minor scrapes. If any serious injury should occur to your child, we will call an ambulance and notify you immediately.

EMERGENCY CONTACT

Parents are required to keep the administrator informed of any changes in emergency contact individuals and phone numbers as they occur. The emergency contact person must be willing and able to pick up the children in the event of an emergency. The parent and emergency contact must be reachable by phone during the entire time the child is present at SOS.

FIELD TRIPS



In our center, therapists help clients complete social lessons in a controlled, classroom-like environment, also known as Discrete Trial Training (DTT).

Once a client completes a lesson, we provide opportunities for that child to practice what they learned in the real world, also known as Natural Environment Training (NET).

In other words, we love field trips!

SOS offers our clients many opportunities to participate in field trips for the purpose of social and educational enrichment. Parent volunteers are welcome to accompany clients on these trips.

You must sign a [Field Trip Consent Form](#) allowing SOS to take your child outside the confines of the SOS facilities. There will be an additional charge for field trips in order to pay for third-party transportation and admissions fees.

Participation in field trips is voluntary; if you do not wish for your child to attend a field trip, they can remain at the SOS center and continue normal session activities. Parents who have specific questions about any part of a field trip activity are encouraged to contact the SOS Manager.



MEDICAL RECORDS

SOS is proud to have full transparency when it comes to your child's health. SOS offers you full access to your child's electronic medical records through our encrypted Electronic Medical Records System (Catalyst). Each parent will be given their own login and password and can access their child's information through the link on the SOS website, or directly at <https://secure.datafinch.com>.



All services and health information is confidential except:

1. When you provide us with written authorization to release specified information to specific individuals.
2. If we believe that a client is threatening serious harm to him/herself or others, we are required to take protective actions which could include notifying the police, an intended victim, a minor's parents, or others who could provide protection, or seeking appropriate hospitalization.
3. During PROFESSIONAL CONSULTATIONS, the Behavior Analysts may release medical information about cases with other professionals.
4. During legal proceedings (such as open DCFS investigation, National Security investigation, or by a court order) we may be forced to reveal information. Also, if a client files a complaint or lawsuit against anyone affiliated with Success On The Spectrum LLC, we may disclose any and all relevant information regarding that client we deem necessary in order to defend ourselves.

CLIENT RIGHTS

SOS promotes client rights that include, but are not limited to:

- Equal Admissions Opportunity (regardless of age, sex, ethnicity, or religious background)
- Confidentiality and privacy
- Interactions that are sensitive to your culture
- Freedom from physical and psychological abuse/neglect
- Freedom from unnecessary restraint
- Participate in individual planning, decision making, and implementation of treatment
- Personal dignity
- Personal safety
- Services provided in the most appropriate, least restrictive environment
- Accept or refuse services
- Decline to participate in research
- Offer complaints and receive timely, appropriate responses
- Receive information in an understandable manner on the results of evaluations, examinations, and treatments
- Religious freedom
- Access to your child's medical records

If you believe that the rights of one of your child or family has been violated, please contact your BCBA. We will immediately launch an investigation. Written reports of the results and recommendations will be forwarded to you.

APPOINTMENTS

Regular Attendance: It is essential that your child attend therapy on a regular basis to ensure their optimal success. Attendance must be maintained at a level of 85% of scheduled sessions each month, and over the duration of enrollment. Chronic absenteeism and/or tardiness may be grounds for dismissal from the program or the decision not to permit enrollment for the next year.

Tardiness/Late Arrivals: It is essential that clients and parents arrive at the center in a timely manner. Clients who have problems maintaining regular attendance will be reminded of the attendance policy. Clients who continue to fail to attend regularly may have the number of days of attendance reduced, or may be withdrawn from the program.

Late Pickup from Center: If you are going to be late, please call and let the staff know. There is no childcare staff member scheduled beyond your session time. Should there be a circumstance where a child is left at the SOS center after their scheduled session, there will be a \$25 fee for every 15 minutes that a parent arrives after the end of the session time, with no exceptions.

Planned Absences: Planned absences include doctor, dental, or therapy appointments which cannot be scheduled after SOS hours, death in the family, vacations, hospitalizations or any other unusual circumstances acceptable to the Program Director. When a parent anticipates an absence, they should notify the scheduling manager in advance. Enrollment cannot be suspended for more than one week at a time, except in rare, unusual extenuating circumstances. If this occurs the client may be withdrawn from the program and may reapply SOS when their situation has changed.

Unplanned Absences: If your child cannot attend therapy for whatever reason, notify SOS as soon as possible. SOS must be notified of all absences at least two hours prior to the scheduled start time of therapy. SOS will charge a \$50 nocall/noshow fee (and in-home mileage fees) for unannounced cancellations.

Bad Weather: In the event of inclement weather, SOS will follow closures of the school district in which the center lies. SOS will post unexpected clinic closures to our Facebook page and do our best to call each parent.

SATURDAY SESSIONS:

*SOS therapists are not required to work on Saturdays.
All weekend sessions are done on a volunteer basis.*

If you would like to schedule additional therapy hours or would like a makeup sessions for days missed, you must contact the office manager and inquire on therapist availability.

HOLIDAYS:

SOS is closed for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Black Friday
- Business Day before Christmas Eve
- Christmas Eve
- Christmas Day
- Business Day following Christmas Day

IN-SERVICE TRAINING:

Did you know that your therapist is certified by the Board of Behavior Analysts? Did you know that your therapist is BLS and CPR certified by the American Heart Association? Did you know that your therapist is certified by QBS in Safety Care procedures?

Every quarter, SOS will announce a day closure to allow ongoing training for your therapists! Watch for your center's closures in the UPCOMING EVENTS section at the bottom of each newsletter.

WORKSHOPS:

Did you know that SOS hosts a FREE workshop or Autism Event to the public at least once a month? We encourage you to attend and invite your friends! Check our facebook page for more details.

FEES

SOS will obtain pre-authorization from your insurance before ABA services begin. This pre-authorization is not a guarantee of payment by your health insurance. You are responsible for notifying us of any policy changes.

. SOS will file your insurance claims for you. You are responsible for any fees not covered by your insurance company, including co-pays, deductibles and fees..

Fees not covered by insurance:

SOS charges an annual registration fee per child.

SOS charges Mileage fees for in-home sessions.

SOS will charge a late fee for every 15 days that payments are late.
SOS will charge a fee for each returned check (such as NSF).

SOS charges a nocall/noshow fee
(and applicable mileage fees) for unannounced cancellations.

For in-center therapy, SOS will charge a late pick-up fee
for each 15 minutes after the end of the scheduled session time.

SOS charges fees for field trips.

SOS will charge a diaper fee (\$1 per diaper)
if you do not supply your own to the center.

SOS charges forgotten lunch fee.



MAKING A PAYMENT

At the beginning of each month, SOS will send you a monthly invoice for balances left unpaid by your health insurance. Payment is due in full within 15 days of receipt of monthly service invoices.

SOS accepts cash, check, or credit card (fees apply).

If you have a question or objection to fees assessed, you must contact us within 90 days of receipt of the relevant invoice in order to allow review and consideration. Inquiries regarding invoices over 90 days old will be deemed untimely and payment will be expected for services. If necessary, we may seek assistance from an outside party in order to collect payment for services.

CONTACT INFORMATION



SOS encourages frequent contact
between parents and staff!

Please feel free to call any time
during business hours.

Kindly allow a 24-hour response time during the
business week. Emails received after 5 pm will be
returned no later than close of the following business
day.