



Client Agreement for Center Based ABA Therapy

NOAC specializes in the delivery of top-quality **Applied Behavior Analysis** therapy, as well as family skills training and coaching. Applied Behavior Analysis, or ABA, is the process of systematically applying interventions based on the principles of “learning theory” to improve socially significant behaviors. Our Board-Certified Behavior Analysts (BCBAs), and support staff are dedicated to improving the quality of lives of children and their families, who are affected with autism spectrum disorder.

NOAC’s skilled and energetic ABA Technicians use your child’s motivation and interests to deliver Intensive 1:1 ABA Therapy, anywhere from 10-25 hours per week, as determined through comprehensive behavioral assessments. Parent interview, input, and concerns are critical factors in the identification of applicable and functional ABA Treatment Goals.

Our ABA Technicians use the “power of positive reinforcement” to foster meaningful and concrete behavior change, while simultaneously reducing maladaptive behaviors that interfere with the learning process. Our ABA Treatment Plan and Programs are supervised and monitored by a Board-Certified Behavior Analyst (BCBA) to ensure accurate ABA implementation with fidelity. Approximately every 6 months, your child’s comprehensive ABA Treatment Plan will be re-assessed, reviewed, and modified (with parent input) to reflect the ever-changing needs of your child.

Parent and family skills training, coaching, and continued consultation is a critical component to our ABA Program at NOAC. Research shows that family understanding and application of ABA strategies and techniques, within the home, can significantly increase the success of the child. Therefore, we are available for on-site interactive parent trainings and coaching sessions to assist in typical family issues such as; potty training, sibling rivalry, aggressive behaviors, feeding and sleep issues, aggressive behaviors, stereotypic behaviors, alternative augmentative communication systems, engagement strategies and more.

ABA Center-Based Sessions

NOAC offers flexible center-based ABA Therapy sessions Monday through Friday. For best results, ABA sessions are typically held for 4-5 consecutive hours per day, anywhere from 4-5 days per week. Please make every effort to arrive **on time** to your session, and promptly pick up your child at the end of the session. Our ABA Technicians are only scheduled for their designated therapy session, and unfortunately are unable to arrive early or extend their sessions, so your promptness is greatly appreciated.

Supplies and Snacks

Please pack a lunch, snack, and drink every day or you may drop off snacks and drinks in bulk, if you wish. For children who are not yet toilet- trained, please send a supply of diapers and wipes to keep at the center. Please send a change of clothes (2) as well. We will contact you when supplies run low, for restocking purposes.

Sick Policy

- *Fever-* Fevers are common in young children and are often a signal that something is wrong. Please do not bring your child to therapy if he/she has a fever of 101.0F or higher. Our policy is that your child must remain free of fever for 24 hours before returning to childcare, and area pediatricians agree with this policy. This means that if your child is picked up at 3:00 p.m., but still has a fever at 6:00 p.m. or later, he/she cannot return to the therapy the next day. The 24 hours begins when your child's fever has broken and remains in a normal range.
- *Diarrhea and Vomiting-* Diarrhea due to illness is highly contagious. If your child has diarrhea, please keep him/her home. If your child has 2 or more diarrhea episodes, or any uncontained diarrhea while at therapy, you will be called to pick him/her up. Our ABA Technicians use gloves while changing diapers and use proper hand washing techniques between diaper changes. The changing table is also disinfected after every diaper change. Please understand that germs from diarrhea can be spread through carpets, toys, swings and direct contact. It is very difficult to keep from spreading these germs to other children. If your child vomits while at therapy, you will be called immediately to pick him/her up. Please keep your child at home until 24 hours after the vomiting has stopped. When children return too soon, there is a much higher rate of recurrence and contagiousness.
- *Coughs and Colds-* Colds are a common occurrence. However, there are some symptoms that warrant keeping a child home. These include, but are not limited to, bad cold with hacking or persistent cough, green or yellow nasal drainage, and productive cough with green or yellow phlegm being coughed up. These symptoms may be present with or without a fever. If your child just has a cold, please notify their ABA Technician. We encourage extra fluids and proper hand washing.
- *Infectious and/or contagious condition-* If your child appears to have an infectious or contagious condition, i.e. **pink eye, head lice, contagious rash** etc., you will be asked to take him/her home or to a pediatrician to get checked out.

Cancellation, Late Drop Off, Early Pick up Policy

NOAC schedules a 1:1 ABA Technician to work specifically with your child for the duration of his/her scheduled sessions. Therefore, any cancellations, late arrivals, and/or early pickups require 24 hours' notice, so our daily schedule may be adjusted in a timely manner to notify scheduled staff.

We understand that there may be days when your child is ill and will need to stay home. Therefore, North Oakland Autism Center is able to grant one (1) sick day per month at zero penalty. Any additional absences within the same month (**with less than 24 hours' notice**) will be charged at \$30 per day. In addition, any late arrival and/or early pickups without advance notification (**with less than 24 hours' notice**) will be charged at \$5 per every 15-minute interval as we have scheduled a 1:1 ABA

Technician for your child. Cancellation fees late drop off fees, and early pick up fees will be added to your monthly billing invoice.

Please notify the office with any absences **as soon as possible** to avoid any unnecessary charges. Our voice mail is available 24 hours. Additionally, if more than 20% of appointments are cancelled (per quarter), we will need to discuss either reducing therapy time or ending services. In addition, if more than 20% of scheduled sessions are missed, within 3-month period, we reserve the right to discharge the child from the program and offer the slot to someone else.

We strongly encourage families to schedule any appointments **before or after** your child's ABA Therapy session. Please make every effort to maintain consistent attendance with prompt arrival & pick up, according to your child's scheduled times. Consistent attendance is very important to ensure optimal progress. Although we recognize that unanticipated conflicts sometimes arise in families' schedules, prompt and consistent attendance is required to increase your child's skills. Please let us know if we can be of any assistance in supporting consistent attendance in any way. In the case of ongoing illness, a doctor's note may nullify cancellation fees.

NOAC LLC is closed on major holidays and follows that Lake Orion Community Schools Calendar for holiday breaks. NOAC is also closed the week of Fourth of July. NOAC may also close for occasional Staff Professional Development throughout the year. Please see the NOAC Calendar on the bulletin board in lobby area, which is posted by July for the upcoming school year.

Vacation Time

All families are eligible for one (1) weeks of vacation from your child's first day of services at NOAC, without penalty per calendar year. Notification of vacation days **must** occur at least 30 days in advance. Any additional vacation days will be charged at a rate of \$50.00 per day, as your child's ABA Technicians will still need to be paid. If more than 20% of sessions are cancelled (per quarter), NOAC reserve the right to decrease therapy hours and/or discharge the child from the program and offer the slot to someone else.

Communication

Please let us know of any situations and/or relevant variables that may affect your child's performance and/or temperament during an ABA therapy session; whether it be a sleep issue, missed breakfast, and or any other situations that may affect your child's mood and/or temperament on any given day. This information will help us to better meet the needs of your child and make any necessary program accommodations and/or modifications.

Video Release

Video recordings and live view monitoring can be very useful in the ABA therapy process, whether it is used for specific interventions (video-modeling) and/or the ABA Technician's supervision process and/or personal review. Any such recordings will be viewed by NOAC's ABA staff for clinical purposes only. All recordings will be destroyed after use for intended purposes.

Emergency Contact

If there is ever a situation where you know you cannot be reached, for whatever the reason, *please* make sure the staff has the name and phone number of another individual that can always be reached.

Concerns and/or Suggestions

At NOAC LLC, we strive to ensure that all families are completely satisfied with the services we provide. We do realize, however, that differences or difficulties may arise between families and staff members. It is the policy of NOAC LLC to ensure that all families are free to discuss their problems and suggestions with management. If any such situation occurs, please call the Director at any time at 248.895.2047.

Liability Release

In no event or under any circumstance, will I hold NOAC LLC, or any NOAC LLC ABA Behavior Technician liable for any damages, including but not limited to: personal injury, medical expenses, loss of wages, loss of profits, or other incidental or consequential or special damages arising out of the operation, performance, instruction, therapy, training, consultation, supervision, service, participation, application, coordination, and any other factor relating to the ABA treatment/therapy/consultation sessions, administration, or any other kind of work provided NOAC, LLC.

By signing this client agreement, you are acknowledging that you understand the above conditions of service and commit to NOAC’s policies and procedures.

I have read, understand, and will adhere to NOAC’s Center-Based Client Agreement.

Printed Name (Mother)	Signature (Mother)	Date
	X	
Printed Name (Father)	Signature (Father)	Date
	X	

**If divorced, please submit any relevant custody agreement, as consent is required by all parties with legal custody before initiation of services.*