

WELCOME TO INNOVATIONS IN LEARNING!

We value our consumers and want to take this opportunity to welcome you to the Innovations ABA Clinic!

Innovations In Learning, PC, uses Applied Behavior Analysis (ABA) to treat children and adults with Intellectual Disabilities and Autism. In addition to the ABA Clinic, we provide behavior management, adult day services, ABA groups, music therapy and social skills groups, and outpatient services. Innovations also provides psychological testing .

Our intensive ABA Clinic opened in September 2009. While involved in the ABA Clinic, your child will receive individualized treatment that promotes functional communication that will help your child reach his/her fullest potential! Each child has an ABA Supervising Therapist that provides on-going assessment and evaluation of your child's progress and needs and develops program goals and ensures effective data collection and teaching procedures are implemented. The ABA Supervisor will train you so learning can continue at home. Your child will also work with a 1:1 Line Therapist every day and who will be responsible for running your child's individualized program. This handbook includes relevant information and provides information regarding the services we provide. You will find information about our office hours, daily schedule, staffing, as well as our 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!

Innovations in Learning strives to provide comprehensive services for all clients by including family members, school personnel, medical doctors, and other therapy professionals in the treatment process through consistent communication and coordination of care.

You can visit us on the web at www.innovationsinlearning.net.



**Effective teaching creates
successful learning!**

CONTACT INFORMATION

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Mission Statement

Innovations In Learning is dedicated to improving the quality of life for individuals with Autism and Intellectual Disabilities using Applied Behavior Analysis. We strive to provide a positive learning environment that results in a mutually rewarding experience for consumers and their families, our employees and the community

Office Hours

Innovations In Learning is open: Mon/8am-5pm, Tues-Thurs/8am-7pm, and Fri/8am-5pm. The ABA Clinic is open from 8:45 am to 3:15 pm, Monday through Friday.

Typical Daily Schedule

A typical daily schedule is comprised of classroom teaching, discrete trial teaching, and natural environment teaching in an individual and group setting, as determined by their Assessment of Basic Language and Learning Skills (ABLLS) and Verbal Behavior Milestones Assessment and Placement (VB-MAPP) scores and behavioral needs. Each child will have a 1:1 line therapist at all times of the day, even when in a group setting. Schedules are child-specific depending on skill level. Group times may include music group, daily circle times, therapist-directed peer interaction time, lunch, and daily living skills.

Placement and Enrollment

During the intake process, the Director of ABA Services will determine appropriate placement in the program. This process will include a functional assessment of problem behavior and completion of a developmental assessment to determine language and learning goals. Daily progress is documented by line therapists and reviewed on at least a weekly basis by your child's supervising therapist to determine progress. The intensive nature of the program requires your commitment to having your child present in the clinic for his scheduled hours (see attendance policy).

If you decide to change your child's schedule or remove your child from the clinic for any extended period of time, please know that we may not be able to hold a spot for your child. Our clinic runs year round and does not follow a typical school schedule. Although we will try, we are not always able to accommodate children's changing schedules due to school or other therapies.

Parent/Guardian Involvement

Your child's progress depends greatly on generalizing skills to the home and community. Therefore, active parent involvement is required for continued enrollment in our program. Parent/Guardian involvement will include:

- Completing weekly "homework" designed by you and your supervising therapist. The homework will reflect skills your child is working on in the clinic and will be sent home at the

beginning of each week. The folder will contain a monthly calendar and parents are expected to complete the homework with their child and initial each day homework was completed. Folders with completed homework are due each Friday (or your child's last day of the week).

- Attending monthly parent sessions with your child's supervising therapist. These meetings are used to discuss your child's progress, practice teaching skills you will use at home, watch videos of your child's therapy, assess "homework" needs, and answer any questions or address any concerns you may have. Other family members are welcome to these meetings! Consistency is key!
- Attending 2 parent/guardian trainings per year. Innovations will offer up to 4 trainings specifically designed to help increase your child's skill acquisition at home and in the community. A training calendar will be presented at the beginning of each year to allow sufficient time to plan your attendance.

Please note that the failure to complete these requirements may result in the termination of your enrollment in the ABA clinic.

Program Materials

Each child will be assigned to a specific work station. The following items should be provided by the parents:

- 3 drawer storage unit
- A stopwatch
- Set of Language builder cards*
- Favored toys or activities to use at Clinic
- Special edibles to use as reinforcers
- Lunch and snack
- Backpack to hold items that travel between home and Clinic
- Change of clothes to keep at clinic
- Diaper/pull-ups if needed

*Stages Language Builder Cards are specifically designed for use with the ABLLS-R and the VB-MAPP. Each client is required to have their own set of cards. Details about where to purchase cards and payment plan options will be discussed in the intake process.

Attendance/Punctuality

Consistent attendance to the ABA clinic is crucial to your child's success. We require that clients attend an average of 90% of all scheduled hours. If attendance begins to fall under 90% of scheduled hours for 2 consecutive weeks, we will notify you. If attendance continues to be under 90% a third week (in a 2-month span) we will schedule a meeting to discuss the issues surrounding the absences. Please note that if attendance continues to be under 90%, clinic services may be discontinued.

It is important to have a reliable pick-up time from the clinic. Please note that if you arrive early for afternoon dismissal, your child will still be released at their scheduled dismissal time unless other arrangements have been made with your child's Supervising Therapist. Early pick-ups can result in a child attending less than 90% of scheduled hours. Similarly chronically arriving late to the clinic in the morning can prevent your child from meeting expected attendance.

You will be considered late if you arrive after your child's designated pick-up time (i.e., 3:20pm). We do give a few minutes leeway due to clocks being set differently. All late pick-ups will be documented.

Consistent communication about your child's attendance is also necessary for effective management of the clinic. If your child will not be in the clinic, please call 219-791-1400 **ext. 191** (ABA clinic voicemail) before **8:00am** on that morning. Line therapist scheduling relies on your prompt reporting of absences.

If a child is picked up late or early, dropped off late, or is called off late or a parent fails to call the child off consistently, you will be given a written warning. Upon the next violation, a meeting will be held and the suspension policy will go into effect.

The suspension policy is as follows:

Late pick-ups: If the child is picked up late (i.e., 3:20pm) without prior approval from the Director or Supervising Therapist, this will be documented and marked as a "late" pick up. Three late pickups in a year will result in a 2-day suspension from services.

Picked up early/Dropped off late: If the child is picked up before their scheduled dismissal time or dropped off after their scheduled clinic start time without approval from the child's supervisor or Director, this will be documented and marked as an "early" pick up or "late" drop off. Three early pickups/late drop offs in a year will result in a 2-day suspension from services.

Late call-off/No call-no show: If a parent fails to call their child off by 8am that morning, or at all, this will be documented and counted as a late call-off or a no call-no show. Three late call-offs/no call-no shows in a year will result in a 2-day suspension from services.

Vacation Time

Please notify your child's Supervising Therapist, at least 1 month in advance, when your child will be unable to attend therapy due to a family vacation. Innovations in Learning allows a maximum of 3 weeks of vacation time per year. Any absences over 3 weeks may result in a discontinuation of services.

Drop Off/Pick Up

Your child will be dropped off/picked up in the waiting area of the ABA Clinic. An authorized pick-up form will be completed during the initial evaluation. If someone is picking up your child that is not on this form, contact the Clinic Manager immediately. Identification is required at pick up time for any new person picking up your child.

Medical Treatment

In order to administer any medication, prescription or over-the-counter, Innovations In Learning must have an original copy of a prescription or physician's order, a medication administration form signed by the parent or guardian, and a doctor's release on file. All medications must be stored in the original container. To ensure the safety of everyone, all medications must be stored in the area as designated by Innovations In Learning and administered and/or monitored by trained staff. Medications cannot be kept in child's cubbies or backpacks.

Staff members at Innovations in Learning are trained in First Aid and CPR. In the event of a medical emergency, staff will administer first aid as appropriate, call 911 as necessary, and then contact the

guardian or emergency contact person. Please be certain to notify Innovations In Learning of any special medical instructions, including special diets or allergies. Emergency contact information needs to be updated as needed.

Diapering/Toileting Procedures

All diapering and toileting procedures follow strict guidelines:

Diapering

- All diapering will take place in the bathroom of the ABA clinic with the bathroom door left open/cracked.
- The following supplies will be available in the bathroom prior to a diaper change:
 - a. The child's diapers or pull-up
 - b. Disposable wipes
 - c. Protective gloves
 - d. Plastic bags
 - e. Disinfecting solution and paper towels to clean area.
 - f. Disposable diaper changing pads, or child's own pad provided by parent.
- Lay child down on changing surface, careful to minimize contact with the child if his/her outer clothes are soiled. Parents will be required to provide a changing matt.
- Staff will put on protective gloves.
- Staff will remove diaper/pull-up and any soiled clothes.
- Clean the child with disposable wipes, making sure to wipe from front to back.
- Staff must place soiled diapers/pull-ups and wipes in a plastic bag and place in the trash. Soiled clothing must be placed in a plastic bag to be sent home.
- Remove gloves and place in trash.
- Place clean diaper/pull-up on child.
- Staff will wash hands thoroughly. Staff will wash child's hands.
- Diaper change area will be cleaned with disinfectant by clinic supervisor immediately after diaper change.

Toileting

- Bathrooms in the ABA clinic will contain the following items necessary for toileting:
 - a. Extra clothing for each child stored in separate containers.
 - b. Plastic bags
 - c. Protective gloves
 - d. Disinfecting solution and paper towels to clean area
- Children using the toilet may require different levels of prompting. Staff will assist child with the appropriate amount of prompts he/she requires.
- The bathroom door will be left open if any staff must accompany a child in the bathroom.
- Staff will wear protective gloves if child requires the use of physical prompts.
- If the child is independent with toileting, staff will keep door open slightly and stand right outside until child is done. Staff will insure the child washes hands thoroughly.

- If child's clothes become soiled, staff will wear protective gloves and provide prompts necessary for child to remove soiled clothes. Soiled clothing must be placed in a plastic bag to be sent home.
- Staff will remove protective gloves and place in trash.
- Staff will wash hands thoroughly. Staff will ensure child washes his/her hands thoroughly.

Illness

For everyone's well-being, it is imperative to follow Innovations in Learning's illness policy. Illness spreads rapidly, and all it takes is one person to be sick to get everyone sick. Innovations In Learning must ensure the well being of our staff and clients. We reserve the right to send a child home if we feel he/she is too sick to be in the program. If you keep your child home for illness please assure they are symptom-free for 24 hours before returning to Innovations. Symptoms that would require a child to go home or remain at home include (but are not limited to) the following:

- Oral temperature above 99.6 degrees.
- Conjunctivitis (pink eye), if considered contagious.
- Impetigo, MRSA, or any other skin disease, until treatment has begun and a doctor has released.
- Scabies, until treated.
- Head lice, exclusion until first treatment with removal of all nits.
- Vomiting or diarrhea with or without fever.
- Ringworm, until treatment has begun. Undiagnosed rash if fever is present.
- Viral eye infections, until physician allows return (note required).
- Chicken pox, exclusion for six days from appearance of vesicles or until all vesicles have scabbed.
- A positive culture for Streptococcal throat infection (Strep Throat), exclusion until client has had at least 24 hours of appropriate treatment and is without a fever.

If you need to call in sick, please call 219-791-1400, **ext. 191** by 8:00am the morning of your child's absence.

Holidays

Innovations In Learning observes the following holidays per year and the facility will be closed. If a holiday falls on a Saturday or Sunday, the office will typically be closed the day before or after.

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day and the day after

Good Friday or Easter Monday

Christmas Day

Refer to your newsletter and calendar for specific days of service.

In-Service Days

Once a quarter, the ABA clinic will be closed for an in-service day. These days are utilized for staff training. The in-service day schedule will be determined at the start of the year and will be added to parent memos as reminders each month.

Inclement Weather/Emergency Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt Innovations In Learning's operations. The decision to close the office will be made by Executive Staff. If we should need to close for an emergency, weather-related or otherwise, we will post such information on the Emergency Closings website www.cancellations.com, the day in question. Additionally, a message will be left on Innovations in Learning's main phone number 219-791-1400.

Lunch/Snacks

Innovations In Learning does not provide regular meals or drinks. All children are asked to bring their own lunch, snacks, and beverages each day if they are here during lunch. A refrigerator, microwave, and toaster oven are available to heat lunches. If your child's program uses edibles as reinforcers, parents are responsible for providing the edibles. We will provide storage if edibles are purchased in bulk. Please report any special diets/food restrictions to Innovations In Learning.

Personal Items

Innovations In Learning is not responsible for the loss, theft, or damage of personal property. Therefore, if the item is of significant personal or financial value, we discourage bringing the item of value to the ABA Clinic or from leaving personal property unattended.

Controlled Substances

For the safety of everyone, controlled and/or illegal substances are not permitted at Innovations In Learning. The use of tobacco products is **not** permitted anywhere on or about Innovations In Learning's premises or grounds.

Personal Values

Your values and family beliefs are important to us. Please help us get to know your family by sharing what is important to you. This may include information such as family values, personal dreams, and religious beliefs.

Our Staff

Clinical Director

Dr. Harrison is a Board Certified Behavior Analyst and oversees the operations of the ABA Clinic. She meets regularly with the ABA Director and Supervisors to assure all programs meet the standards for an intensive ABA program. She is available at ext. 101 for any questions.

Director of ABA Clinic

Tysha Rivich is a Licensed Mental Health Counselor and a Board Certified Behavior Analyst with several years of ABA experience working with children with autism. As Director, Ms. Rivich supervises all employees of the ABA clinic, assists with insurance issues, trains all new Line Therapists and provides all ongoing training for employees. She is available at ext. 108 for any questions.

ABA Supervising Therapist

ABA Supervising Therapists have extensive knowledge and experience in ABA. The Supervising Therapist is responsible for conducting weekly individual sessions with the child, child-specific supervisions with the Line Therapists, and monthly family sessions. They are also responsible for the development of individual program goals, updating program goals as needed, training line therapists, and monitoring effective teaching procedures. The Supervising Therapist is also responsible for maintaining the quality of teaching provided by the Line Therapists and will be available to address disputes, questions, or concerns for services provided by line therapists.

Line Therapists

The line therapist (RBT) provides direct intensive ABA services to the child in the ABA clinic. This individual is responsible for the implementation of the child's program goals, which includes utilizing discrete trial methods, collecting data, graphing data, and implementing Behavior Support Plans. It is also essential that the line therapist demonstrate an interest in and have empathy for children with intellectual Disabilities and Autism.

Discipline and Behavior Intervention Process

Innovations In Learning recognizes that some children may require behavioral support. If your child requires a Behavior Support Plan, each line therapist will receive behavior training by the assigned ABA supervisor prior to work with your child. Line therapists are responsible for collecting behavioral data as identified by the ABA supervisor.

Innovations in Learning favors proactive strategies such as expectation statements, replacement skill acquisition, communication training, discrimination training, etc. to promote appropriate behavior. When reactive strategies are necessary, Innovations in Learning chooses the most effective but least restrictive interventions when possible.

- Minimally Restrictive Procedures may include non-exclusionary time-out, privilege restriction, response cost (token system), response blocking, corrective feedback/social disapproval (saying "No" or "Stop").
- Mildly Restrictive Procedures may include exclusionary time-out, task requirement, guided compliance (physical guidance to engage in alternative activity).
- Physical Interventions may include guided compliance, escort, hands down (guiding child's hands to a stationary position), response blocking, overcorrection, protective holding procedures (PCM approved intervention is accompanied by documentation that is provided to the parent within 1 day of the incident).

- All restrictive procedures will be reviewed and approved by child's team, including clinical supervisor, directors of the ABA Clinic, supervising therapist, and guardian.

Innovations In Learning limits the use of highly restrictive procedures, including physical restraint, to assist in the management of behaviors. The CARE Team is comprised of highly trained personnel that are available to assist in times of crisis to prevent harm to self or others.

Visitors

We ask that all visitors enter the building at the main entrance. Visitors should sign in and obtain a visitor badge. Observations of consumers in the ABA Clinic should not inhibit learning or program instruction.

Communication

Communication is important to us. The line therapist will complete a "My Day in ABA" sheet at the end of each session to inform you of your child's day and to share his/her progress. This 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. During these family sessions, parents/caregivers are able to view videos of their child's progress, able to discuss current and projected goals and are trained in methods to help learning continue to occur at home and in the community. Parents will also receive a monthly "parent memo" which will contain important clinic reminders and information.

Bulletin Board

Be sure to check the bulletin board located in the ABA Clinic waiting area for important information. You will find flyers regarding special events in the area and copies of our newsletter.

Safety/Emergency Response Procedures

Innovations In Learning has identified safety procedures required to assure the safety of all individuals in the building. Safety procedures and drills will be conducted on a regular basis to practice the steps needed in the event of an emergency. Drills include fire, severe weather, terror attack, and consumer crisis.

Complaints and Concerns

Any problems, questions, or complaints should be discussed with the ABA supervisor or ABA Director if the supervisor is unavailable. If the problem remains unsolved, the consumer should direct the complaint or concern to the Clinical Director, Dr. Bridget Harrison.

Statement of Non-Discrimination

Innovations In Learning does not discriminate in enrollment opportunities because of race, color, religion, sex, national origin, age or disability.

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. Innovations In Learning follows these standards to improve the efficiency and effectiveness of our services as required by law. Innovations In Learning Employees must follow HIPAA standards to respect the confidentiality of clients served. If you feel your privacy is not being protected while discussing your child's day in the waiting area, please ask the line therapist to move to a more private location.

Reportable Incidents

Employees of Innovations In Learning are mandatory reporters if they suspect that a child has been physically, emotionally, or sexually abused, neglected, or is in danger of harm. Indiana law requires anyone who suspects abuse or neglect to report it to authorities.

Other reportable incidents that require an internal incident report and guardian notification include:

- Elopement of a child
- 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

Innovations also has an internal incident report system to document incidents that require attention but are not state reportable.

Property Destruction and Damage

Please help us keep our building, inside and out, looking beautiful. In the event that your child is responsible for damages to Innovations, or another consumer's, possessions or property that is valued at or above \$50 you will be responsible for replacing or repairing the broken items/s.

Statement of Risk

Innovations provides services to clients who may have intensive behavioral and/or medical needs, and cannot guarantee the absence of risk to others. Innovations provides an in house adult day service within the same building. Safety is our top priority for all our clients and programs are structured to provide clients with quality services and a safe environment. Innovations strives to provide effective supports for all clients, however, we cannot prevent all potential risk to others.

Discontinuation of Services

A client may choose to discontinue services at any time. This may be done by contacting the ABA Supervisor and/or Department Director.

There are times when Innovations 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 Innovations' has concerns about the ability to meet a client's needs, the following procedures to develop a plan are put into place:

- The Supervisor will address concerns with the Department Director to develop a plan to resolve any concerns. Additional training of all ABA staff may be provided, as appropriate.
- The Supervisor will contact the Guardian/Primary Caregiver to report concerns and discuss ideas for improved supports and/or plan to resolve concern. Additional training of all ABA staff may be provided, as appropriate.
- A Team meeting will be called to develop a plan to resolve concerns. At this time, the client may be placed on probationary status. This will include a specific plan of action for resolution. Team meetings will be required every 30 days until the issue of concern is resolved. Continued issues during this probationary period may result in immediate discontinuation of ABA services.

Although every effort will be made by Innovations to resolve any concerns, 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 Innovations' practice, insufficient budget for services, or illegal activity.