

*Please print packet single-sided.*

*Please call the center for any questions.*



Upd 12.2020

Dear Parents or Caregivers,

Welcome! Thank you for your interest in Arrow Academy's Applied Behavior Analytic Consult services! We are delighted you have chosen us to work with your son, daughter or student and help them reach their highest potential. Our mission at Arrow Academy is to improve the quality of life for the individuals we serve and their families by delivering quality, evidence-based Applied Behavior Analytic services to increase functional skills and decrease maladaptive behaviors.

Treatment is aimed at improving communication, social interactions, coping strategies and reduce problem behavior. Arrow Academy staff accomplish this in our Consult service by developing a unique plan for each child and focus on parent or staff training to implement a majority of the strategies. Consult services are usually short-term, lasting 3-6 months. At Arrow Academy, we look at each individual child and aim to understand their individual skill sets to give us the best picture of your child's unique needs. Functional Behavior Assessment are performed by a qualified BCBA to assess the function and treatment plan for problem behavior.

Your first meeting with Arrow Academy is likely at the Initial Intake Interview. This meeting will be attended by the Clinical Director and led by your Board-Certified Behavior Analyst (BCBA) who is trained specifically in Applied Behavior Analytic principles and applications for children diagnosed with Autism. Parents are encouraged to invite family members who provide a large amount of care for the child. This meeting will likely take place in your home or the environment of concern. At the conclusion of the meeting, your BCBA will schedule the next of several follow-up assessments that will occur in your home and in school (if applicable). These follow-up assessments usually last approximately 2 hours. During the follow-ups, the BCBA will complete assessments as well as get to know your child.

After the Follow-up Assessments and only when all your paperwork has been submitted to Arrow Academy will we be able to submit that paperwork along with your child's treatment plan for Prior Authorization – the approval from your insurance company. This Prior Authorization process can take on average 2 months, but up to 4 months depending on the insurance company.

Treatment will only be effective if we can work alongside you in the process. Parent involvement is necessary and one of the more important factors in helping your child succeed!

The chart below indicates assessments, evaluations and/or paperwork required BEFORE beginning services with Arrow Academy. Please read the list carefully and submit or have ready ALL the pertaining documents by the time of your scheduled Intake Interview with Arrow Academy. Delays in submission of paperwork delays the approval of funding and the potential start date.

Check	Paperwork Item Needed to Submit Authorization for Services
	<b>Diagnostic Assessment:</b> Autism-specific, this is the diagnostic report typically completed within the Psychological Evaluation. It needs to include the diagnosis of Autism from the DSM-IV. It also needs to use a diagnostic tool that is validated by peer-reviewed clinical literature such as CARS-2, ADOS-2, ADI-R.
	<b>Copy of ALL Insurance Cards:</b> Before beginning services, verification of insurance for both primary and secondary insurances is required. A photocopy of the front and back of the insurance card(s) is sufficient. A record of every insurance card is <u>required</u> even if the insurance does not cover ABA services.
	<b>Copy of Individualized Education Plan (IEP):</b> A copy of your child's most recent IEP (if they have one) is required to submit as part of the funding source authorization process. If your child does not have an IEP, the Individual Family Service Plan (IFSP) from your child's Birth-to-3 provider is required.
	<b>Other Related Service Records:</b> This is required to have a complete case history of your child. These would include other ABA service provider plans or reports, Speech, OT, PT, etc.

Other Responsibilities
<b>Yearly Physical Examination Record:</b> To comply with Medicaid requirements, a record of your child's yearly physical examination completed by a licensed physician is needed. You will be required to stay up to date with his/her yearly well-child appointments.
<b>Medication List:</b> Please submit a list of medications your child currently takes (if applicable) that indicates: <ul style="list-style-type: none"> <li>• Name</li> <li>• Dosage &amp; time of day</li> <li>• Prescribed for (i.e. anxiety, ADHD symptoms, impulse control etc.)</li> </ul> Please inform Arrow Academy of any changes to dosages, additions or eliminations as this could affect behavior.

# WHAT TO EXPECT FROM CONSULT SERVICES

**Parent or Caregiver Copy – keep this copy for your records.**

Arrow Academy's ABA Consult services typically focus on conducting a Functional Behavior Assessment (FBA), creating an individualized treatment plan and conducting staff or parent training to implement and maintain that treatment plan. Consult services focus on staff and parent training to ensure the strategies maintain and the people responsible for everyday care understand why the problem behavior is occurring and what they need to do to reduce it as well as maintain the progress of any behavior improvements. It is important to note when signing up for Consult services with Arrow Academy that you are responsible for implementing the recommendations made, not the BCBA/Team Lead. Arrow Academy staff will, however, provide training until the parent or teacher feels confident they are able to carry out any recommended strategies.

The length of a typical Consult service varies, but can usually be completed in 3-6 months depending on which portions of the Consult are needed. If you are unsure what components are needed for your case, Arrow Academy Behavior Analysts are happy to provide a recommendation of what they believe to be the most important pieces to include in your consult. All or some of the following components can be included:

**The Functional Behavior Assessment (FBA):** An FBA consists of indirect and direct assessments that include interviewing people familiar with the client, reviewing records from other service providers, observing the client directly, collecting data or having other staff or caregivers collect data. The BCBA/Team Lead then analyzes and compiles this information to identify the function of the behavior; or why the behavior is occurring. When the BCBA knows why, she or he can develop a plan to correct the problem behavior. Completion of a formal FBA may take 1-2 months from the initial interview, depending on the complexity of the case. Informal FBAs may be sufficient for your case if you would like or need a treatment plan and training. Formal FBAs include a comprehensive report and usually are only included in Consults that require an FBA and none of the additional components.

**Individualized Treatment Plan:** An individualized treatment plan includes a Behavior Support Plan (BSP) that includes preventative, proactive and reactive strategies for staff or parents to use when addressing problem behavior. The treatment plan may also include replacement behavior that will be taught for the client to use instead of engaging in the problem behavior.

**Staff or Parent Training:** The last component of the Consult service may include staff or parent training. Caregivers will be trained to implement the BSP that was created in the client's Individualized Treatment Plan. The BCBA will train staff or parents until they demonstrate the ability to implement the strategies using the Behavioral Skills Training model. Arrow Academy typically allows no more than 3 months spent on staff or parent training before fading out and closing the case.

At the conclusion of the case, parents or staff will receive a summary of the case and graphs of baseline and current performance. Any continued recommendations will be discussed and relevant materials or supports needed for continued progress without Arrow Academy staff will be reviewed at the end of the service.

# BILL OF RIGHTS

**Parent Copy – parents, please keep this copy for your records.**

Arrow Academy believes in treating children and their families with respect and dignity. We are also committed to abiding by the laws and public policies, which govern relationships between consumers and providing agencies.

## CLIENT RIGHTS

**Arrow Academy acknowledges that the clients and their families have the following rights:**

- You and your child have the right to receive courteous treatment and appropriate care based on your needs.
- You have the right to know the qualifications/credentials of the staff.
- You have the right to receive information about your child's treatment in a language you can understand. This includes being informed of the therapy program and the nature and purpose of the treatment as it relates to your child.
- You have the right to know the estimated length of the therapy, costs, goals and all the information related to the progress of your child.
- You have the right to make decisions about your treatment plan prior to and during the course of treatment.
- You have the right to refuse to provide information at any time. However, lack of information may affect our ability to help your child and reduce the possibility of receiving outside funding for the services provided.
- You have the right to refuse treatment or request alternate staffing.
- You have the right to review your child's internal therapy records; however, records Arrow Academy may have received from outside sources cannot be released to you.
- You have the right to every consideration of privacy of information.
- You have the right to request the release of information to any person or organization you choose.
- You have the right to receive complete information about our services.
- You and your child have the right to receive services free from sexual harassment (both physical and verbal).
- You have the right to receive services and be free from any form of exploitation.
- You have the right to be informed of the policies and procedures of Arrow Academy.
- You have the right to not be terminated from our program without explanation and/or notice.
- You have the right to express dissatisfaction or request a change in the treatment plan without restraint, interference, coercion, discrimination or reprisal.
- You have the right to not be discriminated against on the basis of race, religion, age, gender, ethnic origin, creed, sex, sexual orientation, arrest or conviction record, or status with regard to public assistance.

- You have the right to file a complaint or grievance.

## CLIENT RESPONSIBILITIES

**As a client of Arrow Academy, you have responsibilities as well as rights:**

- You are responsible to be clear and direct about your child and his/her disability or developmental delays. It is important for you to provide complete and accurate information about your child's medical history, medications and any other matters relating to your child.
- You are responsible to understand your child's treatment plan. Your willingness to follow home program requests bears directly on the success of your child's treatment.
- You are responsible for arranging payment for the services you receive.
- You are responsible for keeping your schedule appointments. If your child cannot keep an appointment, please advise us as soon as you can. We recognize that children get sick unexpectedly and miss scheduled appointments. Arrow Academy does reserve the right to discharge your child when three out of four consecutive appointments are missed without advance notice. Therefore, you must advise scheduling as soon as possible whenever your child is unavailable for a scheduled appointment.
- You are responsible for respecting the right of privacy and confidentiality of other clients in our center. This is especially true of other clients you meet while participating in group situations in settings outside of the center.
- You are responsible to help us assure that our therapy center feels safe and all are protected. Arrow Academy reserves the right to terminate contact with individuals who engage in abusive language or behavior, any form of harassment or who are perceived to be under the influence of alcohol or drugs.

# Health Insurance Portability and Accountability Act Privacy Notice (HIPAA)

Parent Copy – parents, please keep this copy for your records.

This notice describes how Arrow Academy uses and discloses your medical and other identifying Protected Health Information (PHI). In addition, this notice describes your legal rights in regards to your records, and the process for accessing your records. Please review this notice carefully.

As part of providing services, Arrow Academy will collect PHI about your child's health care and your family. Arrow Academy needs this PHI to provide quality services and to comply with certain legal requirements. This notice applies to all records generated by Arrow Academy. This law requires us to:

- Make sure that records with identifying PHI are kept private.
- Give you this notice of our legal duties and privacy practices with respect to PHI; and
- Follow the terms of the Privacy Notice that is currently in effect.

## How Arrow Academy May Use and Disclose PHI

Listed below are a number of reasons or ways in which Arrow Academy may disclose PHI. In each category, there is an explanation of the reason and usually an example. This notice does NOT LIST EVERY USE OR DISCLOSURE IN A CATEGORY. The reasons Arrow Academy might disclose PHI includes:

**>For Treatment:** Arrow Academy may disclose PHI to Arrow Academy personnel or outside of Arrow Academy to others who are involved in providing care to you or your child. For example, Arrow Academy Senior Therapists meet weekly to discuss challenging behaviors and programming and may share PHI at that time. In addition, with written consent, Arrow Academy may communicate with your child's County Case Manager.

**>For Payment:** Arrow Academy may use and disclose PHI so that services may be billed and payment may be collected from an insurance company or a government health program. Arrow Academy may also tell your health plan about a service your child may receive to obtain prior approval or to determine whether your health plan will cover the treatment. As legal guardians, you must provide informed consent for Arrow Academy to release this PHI.

**>For Health Care Operations:** Arrow Academy may use Arrow Academy to run our program and to make sure Arrow Academy is providing quality services or to decide if services should be changed or modified.

**>As Required by Law:** Arrow Academy will disclose PHI when required by federal, state, or local law. For example, state law requires Arrow Academy to report suspected abuse or neglect to the proper authorities, which will require the release of PHI. This use of PHI does not require consent.

**>To Avoid a Serious Threat to Health or Safety:** Arrow Academy may use or disclose PHI when necessary to prevent a serious threat to your child's health and safety or the health and safety of the public or another person. As legal guardians, you will have the opportunity to provide written consent for this use of PHI.

**>Military and Veterans:** If you are a member of the armed forces, Arrow Academy may release PHI about you as required by military command authorities without additional consent.

**>Workers' Compensation:** Arrow Academy may release PHI for workers' compensation or similar programs when required by law to do so. For example, if you are involved in a claim for workers' compensation benefits, Arrow Academy may release PHI requested about your child's health.

**>Health Oversight Activities:** Arrow Academy may disclose PHI to a health oversight agency for activities authorized by law. Examples are government audits, investigations, inspections and licensure.

**>Lawsuits and Disputes:** If you are involved in a lawsuit or dispute, or if there is a lawsuit or dispute concerning our services or someone who provided services to you. Arrow Academy may disclose PHI in response to a court or administrative order. Arrow

Academy may also disclose PHI in response to a subpoena, discovery request, or other lawful process from someone else involved in the dispute, but only if efforts have been made to inform you about the request prior to providing the PHI to allow you to obtain an order protecting the PHI requested.

**>Law Enforcement:** In certain situations, Arrow Academy may release PHI to law enforcement officials. For example, Arrow Academy might release PHI about you to identify or locate a missing person; about a death at Arrow Academy that may be the result of criminal conduct; or in emergency circumstances to report a crime, the location of the crime or victims, or the identity, description or location of the person believed to have committed the crime.

**>Coroners, Medical Examiners and Funeral Directors:** Arrow Academy may release PHI to a coroner or medical examiner to identify a deceased person or determine a cause of death. Arrow Academy may release PHI to funeral directors as necessary to help them carry out their duties.

**>National Security and Intelligence, Protective Services for the President and Others:** Arrow Academy may release PHI to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.

**>Correctional Programs:** If you are an inmate or in the custody of a law enforcement officer, Arrow Academy may release PHI to the correctional institution or law enforcement official, to protect your health and safety or the health and safety of others.

#### Your Rights and Your Child's Rights Regarding Your Protected Health Information

As legal guardians for your child, you have the following rights:

**1. To Inspect and Copy Arrow Academy Service Records:** Usually this includes medical and billing records but may exclude psychotherapy notes. To inspect and copy PHI in your record you must submit a request in writing to the center Director or HIPAA Compliance Officer. Arrow Academy is allowed to charge a reasonable fee for the costs of copying, mailing or other costs related to your request.

In very limited circumstances Arrow Academy may deny your request. If Arrow Academy denies your request you may ask that the denial be reviewed. Another licensed health care professional of Arrow Academy will then review your request and either uphold the original decision or reverse it.

**2. To Amend your Records:** If you believe that the PHI Arrow Academy has about you and/or your child is incorrect or incomplete; you may make a written request to the HIPAA Compliance Officer to amend the PHI. You must include a reason that supports your request.

Arrow Academy may deny the request if it is not in writing or does not include reasons to support the request. Arrow Academy may also deny your request if you ask us to amend PHI that:

- was not created by us, unless the person or entity that created the PHI is no longer available to make the amendment;
- is not part of the PHI kept in our file;
- is not part of the PHI you would be permitted to inspect and copy or
- Arrow Academy believes the PHI is accurate and complete.

If you disagree with the denial, you may submit a statement of disagreement. If you request an amendment to your record Arrow Academy will include your request in the record, whether the amendment is accepted or not.

**3. To Receive an Accounting of Disclosures:** Arrow Academy will keep a log of disclosures made on or after November 1, 2011, other than disclosures for treatment, billing or health care operations. You have the right to request the list of disclosures. You must submit a written request to the HIPAA Compliance Officer. The request may not cover more than a six-year period.

**4. To Request Restrictions:** You may request a restriction on the disclosure of PHI for treatment, payment or health care operations. Your request must be in writing to the HIPAA Compliance Officer. Your request must clearly state 1) what PHI is to be limited 2) whether you want to limit our use, our disclosure or both; and 3) to whom you want the limit to apply. For example, you could ask Arrow Academy not use or disclose PHI to a certain person about services your child has received.

Arrow Academy does not have to agree to your request to restrict access to PHI. If Arrow Academy does agree, Arrow Academy will comply with your request unless the PHI is needed to provide emergency treatment or to comply with a lawful and legal request or investigation.

**5. To Request Alternative Ways to Communicate:** You may request that Arrow Academy communicate with you about services in a certain way or at a certain location. For example, you can ask that Arrow Academy contact you only at work or only by mail. Your request must be in writing, must tell us how you would like us to communicate with you, and must be sent to the HIPAA Compliance Officer. Arrow Academy will accommodate all reasonable requests.

**6. To Receive a Paper Copy or Electronic Copy of this Notice:** You have the right to receive a paper or an electronic copy of this notice from the HIPAA Compliance Officer.

#### **Additional Rights Under State Law**

State privacy laws may provide additional privacy protections. Any such protections will be attached in a separate State addendum to this Notice.

#### **Changes to this Notice**

Arrow Academy may change this notice in the future. Arrow Academy can make the revised or changed notice effective for PHI Arrow Academy already has about you as well as any PHI Arrow Academy may create or receive in the future.

#### **Complaints**

If you believe your privacy rights have been violated, you may file a complaint with the HIPAA Compliance Officer or with the Secretary of Health and Human Services. All complaints must be in writing. Arrow Academy will not retaliate against you for filing a complaint.

## CHILD CARE ENROLLMENT

**Use of form:** Use of this form is mandatory for Family Child Care Centers to comply with DCF 250.04(6)(a)1. Failure to comply may result in issuance of a noncompliance statement. This form may also be used by Group Child Care Centers and Day Camps to comply with DCF 251.04(6)(a)1. and DCF 252.41(4)(a)1. respectively. Personal information you provide may be used for secondary purposes [Privacy Law, s.15.04(1)(m), Wisconsin Statutes].

**Instructions:** The parent / guardian shall fill out the form completely, sign it and submit it to the center prior to the child's first day of attendance. Information on this form shall be kept current. When enrolling a child under two years of age, a completed *Intake for Child Under 2 Years* form must also be on file prior to the child's first day of attendance.

### CHILD INFORMATION

Name (Last, First, MI)	Birthdate (mm/dd/yyyy)	First Day of Attendance
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**PARENT OR GUARDIAN** – All parents / guardians are permitted to visit during center hours and are allowed to pick up the child unless access is prohibited or restricted by a court order. Attach court order, if any. If the child resides at multiple locations, the department recommends the provider obtain and attach a schedule.

a. Name and Relationship to Child	Home / Cell Phone No.	Email Address Where Reachable While Child is in Care
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Home Address (Street, City, State, Zip)	Does child reside at this location? <input type="checkbox"/> Yes <input type="checkbox"/> No	Place of Employment and Work Phone No.
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b. Name and Relationship to Child	Home / Cell Phone No.	Email Address Where Reachable While Child is in Care
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Home Address (Street, City, State, Zip)	Does child reside at this location? <input type="checkbox"/> Yes <input type="checkbox"/> No	Place of Employment and Work Phone No.
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<b>AUTHORIZED PERSONS</b> – Persons other than parents / guardians who are authorized to pick up the child or accept the child if dropped off. If no one, write "None."		
a. Name and Relationship to Child	Home / Cell Phone No.	Email Address Where Reachable While Child is in Care
		Place of Employment and Work Phone No.

b. Name and Relationship to Child	Home / Cell Phone No.	Email Address Where Reachable While Child is in Care	Place of Employment and Work Phone No.
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<b>EMERGENCY CONTACT</b> – The person to be notified in an emergency when parents / guardians cannot be reached. <input type="checkbox"/> Yes <input type="checkbox"/> No This person is authorized to pick up the child.			
Name and Relationship to Child	Home / Cell Phone No.	Email Address Where Reachable While Child is in Care	Place of Employment and Work Phone No.

<b>PHYSICIAN OR MEDICAL FACILITY</b>			
Name	Address (Street, City, State, Zip Code)		Telephone Number

<b>AUTHORIZATIONS</b>			
<input type="checkbox"/> Yes <input type="checkbox"/> No I hereby give my consent for emergency medical care or treatment to be used only if I cannot be reached immediately.			

<input type="checkbox"/> Yes <input type="checkbox"/> No I have had an opportunity to review the policies of this child care center and a summary of the Wisconsin Rules for Licensing Child Care Centers.			
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<input type="checkbox"/> Yes <input type="checkbox"/> No I give permission for my child to participate in <input type="checkbox"/> Transported <input type="checkbox"/> Walking field trips and other activities during operating hours.			
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<input type="checkbox"/> Yes <input type="checkbox"/> No I have been informed of the number of pets in the center and their degree of contact with the enrolled children. Note: If pets are added after a child is enrolled, parents shall be notified in writing prior to the pet's addition to the center.			
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SIGNATURE – Parent or Guardian	Date Signed
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## HEALTH HISTORY AND EMERGENCY CARE PLAN

**Use of form:** This form is required for family and group child care centers and day camps to comply with DCF 250.04(6)(a)1. and 250.07(6)(L)5., DCF 251.04(6)(a)6. and 251.07(6)(k)5., and DCF 252.44(6)(g) of the Wisconsin Administrative Codes. Failure to comply may result in issuance of a noncompliance statement. Personal information you provide may be used for secondary purposes [Privacy Law, s.15.04(1)(m), Wisconsin Statutes].

**Instructions:** The parent / guardian should complete this form for placement in the child's file prior to the child's first day of attendance. Information contained on the form shall be shared with any person caring for the child. The department recommends that parents / guardians and center staff periodically review and update the information provided on this form.

### CHILD INFORMATION

Name (Last, First, MI)	Address – Home (Street, City, State, Zip Code)		
Telephone Number	Birthdate (mm/dd/yyyy)	Date First Day of Attendance (mm/dd/yyyy)	

### PARENT / GUARDIAN INFORMATION

Provide information where the parent(s) / guardian(s) may be reached while the child is in care.

Name	Telephone Number – Home	Telephone Number – Work	Telephone Number – Cellular
Name	Telephone Number – Home	Telephone Number – Work	Telephone Number – Cellular

### PHYSICIAN / MEDICAL FACILITY INFORMATION

Name – Physician	Address – Medical Facility	Telephone Number
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**SUNSCREEN / INSECT REPELLENT AUTHORIZATION** If provided by the parent, the sunscreen or insect repellent shall be labeled with the child's name. Per DCF 251.07(6)(f)2., authorizations shall be reviewed every 6 months and updated as necessary. Per DCF 250.07(6)(f)2.a., Authorizations shall be reviewed periodically and updated as necessary.

<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No I authorize the center to apply sunscreen to my child.	Brand Name	Ingredient Strength
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No I authorize the center to allow my child to self-apply sunscreen.		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No I authorize the center to apply repellent to my child.	Brand Name	Ingredient Strength
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No I authorize the center to allow my child to self-apply repellent.		

### HEALTH HISTORY AND EMERGENCY CARE PLAN

If available, attach any health care plan information from the child's physician, therapist, etc.

1. Check any special medical condition that your child may have.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> No specific medical condition                        | <input type="checkbox"/> Diabetes                    | <input type="checkbox"/> Gastrointestinal or feeding concerns including special diet and supplements |
| <input type="checkbox"/> Asthma   | <input type="checkbox"/> Epilepsy / seizure disorder | <input type="checkbox"/> Any disorder including Cognitively Disabled, LD, ADD, ADHD, or Autism       |
| <input type="checkbox"/> Cerebral palsy / motor disorder                      |  |  |
| <input type="checkbox"/> Other condition(s) requiring special care – Specify. |  |  |

- |  |
|--|
| <input type="checkbox"/> Milk allergy. If a child is allergic to milk, attach a statement from the medical professional indicating the acceptable alternative. |
| <input type="checkbox"/> Food allergies – Specify food(s).   |
| <input type="checkbox"/> Non-food allergies – Specify.   |

2. Triggers that may cause problems – Specify.

3. Signs or symptoms to watch for – Specify.

4. Steps the child care provider should follow. If prescription or non-prescription medications are necessary, a copy of the form *Authorization to Administer Medication* should be attached to this form. Note: group child care centers and day camps may use their own form.

5. Identify any child care staff to whom you have given specialized training / instructions to help treat symptoms.

- a.
- b.
- c.

6. When to call parents regarding symptoms or failure to respond to treatment.

7. When to consider that the condition requires emergency medical care or reassessment.

8. Additional information that may be helpful to the child care provider.

**SIGNATURE – Parent or Guardian**

Date Signed (mm/dd/yyyy)

Review dates: \_\_\_\_\_



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## IN-HOME SERVICE AGREEMENT

### SERVICE

Arrow Academy Inc. provides ABA services to families and individuals to improve the quality of life, functional skills and decrease maladaptive behavior. Specifically, we use the principles of ABA to develop research-based strategies to address challenging behaviors or learning deficits to enhance the lives of our clients. We offer center-based and in-home service options. The in-home service typically is offered in conjunction with center-based services and takes place in the client's home or community where the technicians come to the client to target the skill areas and maladaptive behavior of concern and conduct more parent involvement and training. You are receiving this service agreement because you or your child's supervisor has recommended you for in-home service/support.

### INFORMED CONSENT/CONFIDENTIALITY

We keep records of each client's service information. This record contains the dates of contact with clients, notes on progress and other documents related to client treatment. This record is confidential and may be released only with written consent by the client/parent/guardian. Arrow Academy Inc. abides by HIPAA regulations regarding confidentiality. Arrow Academy Inc. shares information within the organization on an as-needed basis to facilitate case collaboration, peer review, supervision and billing purposes. Arrow Academy Inc. may release information without my prior consent if ordered by a court of law. I am also aware that under the State of Wisconsin Statute s48.981, Providers are legally required to report suspected occurrences of child abuse or neglect (or if I or my child/dependent present clear and present danger to ourselves or to others) to the Bureau of Child Welfare.

### FAMILY INVOLVEMENT

Parent and caregiver involvement are a key component of our treatment services. Consistent implementation of procedures across individuals and environments is important to ensure comprehensive and successful treatment. Frequent contact between our BCBAs, Team Leads and Technicians is necessary to ensure consistency and integrity of our treatment across environments and treatment settings. It is important for family members to provide input regarding treatment goals, outcomes and procedures. The following outlines requirements for family involvement related to our in-home services:

- *A parent or designated caregiver (18 or older) must be present in the home during all visits. Arrow Academy Inc. is not liable for anything that occurs if you do not comply with this requirement.*

- *All family members/caregivers are required to participate in training to implement procedures for behavior interventions and teaching positive behavior. Family members/caregivers are expected to implement these procedures independently following training when Arrow Academy staff are not present.*
- *Parents may be asked to purchase/supply materials for therapy sessions.*
- *Parents are expected to make the client available for the clinically recommended number of hours of treatment.*
- *Arrow Academy BCBAs/Team Leads provide weekly written summaries of current targets, behavior support strategies and how those can be implemented in the home as well as comprehensive quarterly progress reports. Parents are encouraged to review these reports thoroughly and provide feedback.*

## **APPOINTMENTS, CANCELLATIONS, NO-SHOWS AND BILLABLE ACTIVITIES**

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled in-home appointments to be cancelled at least 24 hours in advance. Repeated cancellations and/or failures to attend appointments on time may result in a fee and/or discussion of service termination. It is necessary that a parent/guardian or person designated (an adult 18 or older) as responsible for the client be present for the entire duration of the time Arrow Academy staff members are with the client. To ensure safety of our clients and Arrow Academy staff, it is our policy that ABA staff cannot be alone with clients. Failure to ensure presence of a responsible person may result in Arrow Academy staff visits being canceled or considered no-shows. Accumulation of 3 no-shows will result in termination of in-home services.

In addition to work on-site (client's residence, school or community), some other activities result in billed time. When phone consultation is necessary, you will be billed for the duration of the phone call. You will be billed for time that is necessary for report writing (the final 15 minutes of each hour, maximum of 30 minutes per staff per day), reviewing case files and other research related to treatment, time spent in collaboration with other service providers and time spent in electronic communication with you about the case. As part of our best practices, Arrow Academy staff members routinely conduct clinical case reviews to ensure the quality of our treatment plans. You will be billed a maximum of 1 hour per month for time spent on peer review related to your case. In certain circumstances, an additional fee/charge may be applied for travel time. In cases of billable travel, you will be informed in advance.

## **HOURS OF OPERATION**

Arrow Academy staff members are generally available Monday through Friday 8:00am to 6:00pm (summer hours: 8:00am to 5:00pm) although hours may vary among staff members (please speak with your specific Technician, Team Lead or BCBA if you have questions about his/her hours). During this given time period, you may call to schedule appointments, ask questions and leave messages. Please use email if you need to correspond with our staff outside of our standard hours of operation and our staff will respond within 24 hours. Evening and weekend appointments may be available upon request. If you have an emergency situation, please call 911 immediately.

## **TRANSPORTATION**

Arrow Academy Inc. and its employees do not provide transportation services. If transportation is needed, such as services provided in community settings (i.e. stores, parks etc.), parents/guardians or designated responsible persons shall provide or arrange transportation for the client and any individuals other than Arrow Academy staff who are participating in service provision.

## **CLIENT-PROVIDER RELATIONSHIP**

To maintain a professional relationship between our providers and clients, it is our policy that Arrow Academy staff are not permitted to engage in ongoing social relationships, social-media relationships, giving/receiving of gifts or participate in personal events such as parties, graduations etc. Conversations between staff members and family members are necessary, but should be limited in duration and content.

Arrow Academy staff are not permitted to provide any other services (child care, respite) outside of the scope of treatment outlined above.

Arrow Academy staff members are not permitted to provide care for any other family members other than the client(s) they have been authorized to provide treatment for. In addition, staff are not responsible for ensuring the safety of siblings.

To ensure a safe and harassment free therapy environment, Arrow Academy prohibits any offensive, physical, written or spoken conduct of a sexual or derogatory nature or based on any other characteristic protected by law. As a courtesy to our staff, please refrain from smoking in the environment where staff members are providing services.

## **SIGNATURE**

Please sign below to indicate that you have read and agree to the In-Home Service Agreement. Additionally, parents/guardians acknowledge that they may be requested to complete forms and data collections and participate in therapy sessions. This participation will be completed by the parents/guardians with reasonable effort within the scope of assessment, hours and timelines mutually agreed upon by Arrow Academy staff and parents/guardians.

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Parent/Guardian Signature

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Date

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Print Parent/Guardian Name

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Print Client Name



## PARENT HANDBOOK ACKNOWLEDGEMENT FORM

Our Parent Handbook is found on our website: [www.arrowacademywi.org](http://www.arrowacademywi.org).

Please review the handbook in its entirety online before signing the form below.

The ABA Parent Handbook is where you will find the operating policies, fees, rules and expectations of respite services at Arrow Academy. It is important to review the handbook thoroughly before enrollment.

By signing the Parent Handbook Acknowledgement Form, you are indicating that you have read, understand and agree to follow the Policies and Procedures relating to parents. The Parent Handbook consists of a basic outline of Arrow Academy ABA Therapy services and expectations.

The Parent Handbook is subject to change without notice. Parents will receive notification of these changes and will continue to have access through the Arrow Academy website.

My signature indicates that I have reviewed the parent handbook. I understand that it is my responsibility to read, understand and follow the Policies and Procedures outlined in this handbook and any future revisions and am subject to any conditions outlined in the handbook.

Client's Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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## CONSENT FOR SERVICES

This document describes the nature of the agreement for professional services, the agreed upon limits of those services and rights and protections afforded under the Behavior Analyst Certification Board's Guidelines for Responsible Conduct of Behavior Analysis. I will retain a copy of this document for my records

I agree to have my child/dependent participate in Applied Behavior Analysis (ABA) assessment and/or treatment services provided by Arrow Academy Inc. I understand that the specific activities, goals and desired outcomes of these ABA services will be fully discussed with me and that I will have the opportunity to ask for clarification prior to signing this document. I also understand that I have the right to ask follow-up questions throughout the course of services delivery to ensure my full participation in services. If these services have been arranged or will be paid for by a third party (i.e. school, insurance plan, state agency) I am aware that the third party has the following rights: to review documentation/reports for billing purposes. I also understand that my child/dependent is the primary client of Arrow Academy Inc. and that services will be designed primarily for his/her benefit. Any other individuals or agencies (i.e. family, school professionals) who may be affected by the ABA services are considered secondary clients.

I agree to have my child/dependent participate in Applied Behavior Analysis (ABA) assessment and/or treatment services provided by Arrow Academy Inc. via telehealth. I understand that these services will be conducted using a non-public facing telecommunications device and/or application. This means that the audio and visual information transmitted will be shared only with the participants (i.e. Arrow Academy staff member present for the session and client caregivers present for the session). I recognize this will require both parties to have a working internet connection, a device capable of video and audio sharing (smart phone, tablet, laptop, etc.), and a sharing application mutually agreed upon. I recognize that there is some risk of data breach with such devices and applications. Arrow Academy Inc. will take precautions against such a breach by recording only with my consent, storing any recordings in password protected files, using private internet networks to conduct sessions, and conducting sessions in private settings with only Arrow Academy Inc. staff members present. I understand that additional applications may be approved by the Department of Health Services for use during a public health crisis that may not contain additional privacy protections. Such applications include Skype, FaceTime, and others. These will be used upon mutual agreement and only during this time of crisis.

I understand that the first several sessions will consist of assessment activities designed to evaluate his/her current skills and determine which instructional strategies and interventions are likely to prove most effective. The time allocated to these assessments will result in improved intervention. If services are designed to improve ongoing problem behaviors, I understand that the beginning of those services will include functional assessment activities (i.e. interviews, direct observation etc.) that are designed to provide information critical to the development of effective treatment procedures. I may be asked to assist in gathering some of this information by recording problem behavior as it occurs.

Subsequent services will focus on development and implementation of instructional procedures and/or a behavior intervention plan. Prior to implementation, I will receive a printed copy of the results of any assessment and of any proposed instructional procedures or behavior intervention plans for my approval. The contents of those documents will be explained to me in full and any questions I have will be answered to my satisfaction. Ongoing collection of data will allow evaluation of the effectiveness of the intervention and will assist in developing any revisions that need to be made.

Behavior Analysts are ethically obligated to provide treatments that have been scientifically supported as most effected for your child/dependent. I am aware that other interventions that I am pursuing may affect my child's response to ABA treatment. Thus, it is important to make the Behavioral Treatment Therapist aware of those interventions.

I understand that Arrow Academy Inc. may release information without my prior consent if so ordered by a court of law. I am also aware that under the State of Wisconsin Statute s48.981, providers are legally required to report suspected occurrences of child abuse or neglect (or if my child/dependent presents clear and present danger to him/herself or to others) to the Bureau of Child Welfare.

I understand that Arrow Academy employs individuals who are supervised by Brittany Printz, BCBA. I understand my child/dependent's assessment and treatment services are regularly observed supervisors or other employees as part of ongoing training and quality assurance activities. All individuals observing are bound by the same confidentiality guidelines as Arrow Academy. I am aware that a record of the treatment will be maintained and this record is available to me in written form upon request.

I understand that I have elected to enroll my child/dependent in services with Arrow Academy Inc. As such, Arrow Academy will not be held liable for injury or illness that occurs due to use of the facility or exposure to other clients enrolled in services. I understand that my child will be working in close proximity to other clients and, to the best of their ability, Arrow Academy staff will follow standard preventative policies, but illness or injury to or from other clients may occur.

I reserve the right to withdraw at any time from these services and I understand that such a withdrawal will not affect my child's right to services. In the event of withdrawal, I may request a list of other credentialed providers in the region. In addition, I reserve the right to refuse, at any time, the treatment that is being offered. I may request a copy of professional credentials or background check results from any of the professionals working with my child.

These policies have been fully explained to me and I fully and freely give my consent and permission for my dependent to receive services from Arrow Academy Inc.

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Parent/Guardian Signature

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Date

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Print Parent/Guardian Name

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Print Client Name



## FINANCIAL AGREEMENT

Arrow Academy Inc. obtains insurance information as a service and convenience to our clients and their families. Every attempt will be made to obtain accurate information. Arrow Academy Inc. is not responsible for omissions by the insurance company when quoting benefit information and cannot guarantee payment of benefits by the insurance company.

Financial Agreement effective December 2020:

- Services provided may change or be modified depending on the needs of the client.
- Fees for services are subject to change and a 30-day written notice will be provided if changes occur.
- The parent/guardian is responsible for any charges denied by 3<sup>rd</sup> party payers. Due to lack of medical necessity, pre-existing condition, benefits exhausted, non-covered services etc., your out-of-pocket expense may change and the parent/guardian is financially responsible for all non-covered services.
- Arrow Academy Inc. provides the service of filing claims. The service of claim filing does not release the parent/guardian of financial responsibility for treatment costs.
- Insurance companies and other 3<sup>rd</sup> party payers act as agents of the participant and payments are made on behalf of the participant. When a participant's insurance carrier or funding source fails to make payment for services within 60 days, regardless of the reason, the outstanding amount due will become part of the parent/guardian balance.
- Payments remitted directly to the parent/guardian for services rendered by Arrow Academy Inc. will be turned over in full upon receipt.
- The parent/guardian is expected to pay any outstanding personal balance in full each month or according to the agreed upon payment schedule.
- Should financial hardship arise, the parent/guardian should contact Arrow Academy Inc. immediately to arrange a satisfactory means for addressing the obligation.
- It is understood that Arrow Academy, with proper notice, may suspend services if at any time it is determined that satisfactory progress is not being made to retire the outstanding debt.
- The parent/guardian is responsible for obtaining referrals and prescriptions for services. Failure to secure the necessary information may result in cancellation of scheduled services.
- The parent/guardian authorizes the release of any medical or other information necessary to process claims to insurance carriers or other funding sources.
- The parent/guardian is responsible for verifying benefits with their insurance company (or any other 3<sup>rd</sup> party payer). If Arrow Academy Inc. is asked to contact the participant's agent to verify benefits on behalf of the participant, the parent/guardian understands the benefit verification is NOT a guarantee of future payment.

Please print and sign below to indicate that you have read and agree to the terms outlined in this financial agreement.

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Parent/Guardian Signature

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Date

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Print Parent/Guardian Name

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Print Client Name



# Arrow Academy

ABA Learning &  
Treatment Center

## FINANCIAL REGISTRATION FORM

### CLIENT INFORMATION

M      F

Client's Name	Date of Birth	Gender	Diagnosis
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Address	City	State	Zip
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### PRIMARY INSURANCE

Name of Primary Insurance Company
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Group #	ID #
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Insurance Policy Holder	Relationship to Client
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Date of Birth	Employed by	Occupation
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Business Address	Business Phone
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### FORWARD HEALTH

Your child's Forward Health ID number (write "NA" if your child does not have Forward Health)
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### ASSIGNMENT & RELEASE

I, the undersigned, have insurance with: \_\_\_\_\_  
Name of Insurance Company  
and assign directly to Arrow Academy all medical benefits, if any, otherwise payable by me for services rendered. I understand that I am financially responsible for all the charges whether or not paid by insurance. I hereby authorize Arrow Academy to release all information necessary to secure the payment of benefits. I authorize the use of this signature on all my insurance submissions.

\_\_\_\_\_  
Signature of Parent/Guardian/Responsible Party

\_\_\_\_\_  
Date



## PICTURE/VIDEO RELEASE

Client Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Arrow Academy uses photographs and/or videos of children receiving services in our center-based program for the purpose of staff feedback of performance, training, data collection, and selected marketing pieces for program awareness.

I have indicated below that photographs/digital images, video clips, and/or quoted remarks may be used as follows: (circle all that you authorize)

Yes	No	Pictures used internally for individual programming (such as picture icons for communication, Visual Schedules, video modeling etc.)
Yes	No	Video used to document programming, skill acquisition or for data collection purposes reviewed by team members or other professionals related to treatment
Yes	No	Video used to train staff or provide feedback to staff on correct treatment implementation
Yes	No	Printed publication or materials (such as brochures and flyers)
Yes	No	Website and social media (Arrow Academy website, Facebook)

I authorize the use of these materials (as indicated above) indefinitely without compensation to me. All prints, digital reproductions and video or audio recordings shall be the property of Arrow Academy.

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Parent/Legal Guardian Signature

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Date



Client Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Parent & Caregiver Questionnaire

*Please answer the following questions to allow us to better serve you.*

1. What level of concern do you have with the following areas?

<b>SLEEP:</b>	No concern	Somewhat concerned	Concerned	Highly concerned
<b>TOILET TRAINING:</b>	No concern	Somewhat concerned	Concerned	Highly concerned
<b>MEDICAL APPOINTMENTS:</b>	No concern	Somewhat concerned	Concerned	Highly concerned
<b>COMMUNITY OUTINGS:</b>	No concern	Somewhat concerned	Concerned	Highly concerned
<b>EATING/FOOD TOLERANCE:</b>	No concern	Somewhat concerned	Concerned	Highly concerned
<b>BATHING:</b>	No concern	Somewhat concerned	Concerned	Highly concerned
<b>OTHER HYGIENE: (teeth, hair, nails etc.)</b>	No concern	Somewhat concerned	Concerned	Highly concerned

2. How confident are you in your knowledge of reinforcement and punishment concepts?

Not at all	Slightly	Fairly	Very
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3. How confident do you feel in reacting to your child's problem behavior?

Not at all	Slightly	Fairly	Very
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4. How confident do you feel in preventing your child's problem behavior?

Not at all	Slightly	Fairly	Very
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5. Does your child have CLTS Waiver through the county?    Y    N

Does your child have or a project lifesaver bracelet?    Y    N

Would you like more information on the Waiver or bracelet?    Y    N

6. What are the areas of your day which cause the greatest stress? (Example: dinner time, loading into the car, waking your child etc.)