

# ARROW ACADEMY

TREATMENT & RESPITE

# PARENT HANDBOOK

## 2026



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## INTRODUCTION

This Handbook is a parent's guide to understanding the operations and policies in place at Arrow Academy Inc. This Handbook does not constitute a contract for services or enrollment, either expressed or implied, or conditions of enrollment between Arrow Academy and its clients.

**Clients and/or client parents/guardians are required to read, understand and comply with provisions of this handbook.**

Circumstance will require that the policies and practices described in the Handbook change from time to time. Accordingly, Arrow Academy reserves the right to interpret guidelines as may be appropriate under the particular facts and circumstances and to revise, modify, rescind, delete or add to the provision of the Handbook from time to time and in its sole discretion.

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

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

Please contact the Owner if you have any questions on any matter covered in this Handbook.

## OUR MISSION

**Our mission at Arrow Academy is to improve the adaptive skills and quality of life for the individuals we serve and their families by delivering up-to-date, high-quality services that focus on connecting with our clients and building trusting relationships through our treatment sessions.**

Arrow Academy Inc. provides primarily center-based Autism treatment. Parent training is conducted to better inform parents of the functions of behavior, how to gain better compliance at home and what factors may be controlling behavior. Generalization sessions are conducted at least monthly, and if necessary, more often, to transfer and maintain skills learned in the center environment to the home environment. Training on behavior reduction strategies is also provided to parents.

## RESPIRE STAFF

### Respite Technicians

Respite Technicians (sometimes referred to as 'respite techs') must be at least 16-years old, pass a comprehensive background check, and complete our respite care training. These technicians are overseen by at least 1 respite supervisor during all respite sessions.

### Respite Supervisors

Respite Supervisors oversee the respite sessions occurring on the floor. They may help cover breaks, assist with challenging behavior, support respite technicians, perform administrative duties and field parent questions. There is always at least 1 Respite Supervisor overseeing respite sessions.

## **TREATMENT STAFF**

### **Behavioral Treatment Technicians (Tech or Technician)**

Behavioral Treatment Technicians, or simply “technicians” or “techs”, must be at least 18-years old and have a high school diploma. Arrow Academy requires 40 hours of behavior analytic training, where technicians are first trained in the principles of behavior, then are slowly introduced to direct implementation of ABA treatment with children by first observing an experienced technician and gradually applying more and more of the treatment under direct supervision. All technicians are monitored weekly by supervisors.

#### **Tech 4**

Technician 4 is a technician who is scheduled to support the technicians implementing direct treatment. He/she is an employee who qualifies as a behavioral treatment therapist and demonstrates advanced understanding of ABA concepts and principles. The Technician 4 supports Technicians 1-3 by obtaining materials, providing training and oversight, and managing/overseeing the duties of Tech 3s.

#### **Tech 3**

Technician 3 status requires the individual to have completed additional ABA training, after completing the Tech 2 training, and demonstrates a conceptual understanding of the advanced principles of ABA. The Technician 3 may provide assistance to the Technician 1 staff on the floor to improve the quality of treatment by offering coaching, integrity checks and assistance during sessions.

#### **Tech 2**

Technician 2 status requires the individual to have completed an additional training series and have passed Advanced Competency Reviews conducted by 2 BCBA's.

#### **Tech 1**

Technician 1 is our entry-level position and requires the individual to have passed through a 40-hour training ABA technician training.

### **Graduate-level Case Assistants (GCAs)**

A GCA is an individual who is receiving training under the supervision of a BCBA to sit for the board competency exam to become a BCBA. This person will have completed their Master's degree or currently be enrolled in a Master's program in Applied Behavior Analysis, but has not yet passed the board exam. They assist and support on case management under the oversight of their BCBA supervisor.

### **Board-Certified Behavior Analyst (BCBA)**

A BCBA is an individual with a Master's degree in the field of Applied Behavior Analysis, completed between 1,000 and 1,500 hours of supervised experience in the field of ABA, has passed the Behavior Analyst Certification Board's examination and is licensed in the state of Wisconsin to practice ABA.

At Arrow Academy, your child's treatment and programming is designed and managed by a BCBA. Your child will have one assigned BCBA and is a parent's main contact at Arrow Academy. You will speak with them about treatment concerns, child-specific issues, your child's personal items, progress meetings, etc. You can contact them via email or by calling the

center's main phone line and asking to speak with your BCBA. If they are unavailable due to providing oversight on the floor, they will return your call shortly.

Additional responsibilities of the BCBA at Arrow Academy is to supervise, monitor and guide the direct treatment for your child daily by observing Behavioral Treatment Technicians as they conduct treatment and provide feedback and modeling of correct treatment implementation. Their time is spent on the floor with staff and clients ensuring quality delivery of services as well as analyzing data and completing necessary paperwork to support the treatment of your child.

### **Clinical Director**

The Clinical Director is responsible for directing the clinical services, assisting the process for new families and clients, providing quality oversight and management of the BCBA's and GCAs employed at Arrow Academy as well as carrying out duties of a Board-Certified Behavior Analyst.

### **Scheduler**

The clinic scheduler manages your child's treatment schedule and is present at the front desk. If you have any concerns with your child's schedule or need to make changes to their schedule, the scheduler takes care of any scheduling issues. Please allow 2 weeks for changes to be implemented due to the 1-to-1 staffing ratio.

### **Owner**

Brittany Printz, M.A., BCBA, is the owner of Arrow Academy Inc. and is a Board-Certified Behavior Analyst. She manages the running of the center and its services and has the ability to understand the clinical operations and decisions from her professional experience and certification in the field of ABA. She works with administrative personnel and the Clinical Director to ensure the integrity of the service is maintained as well as encouraging a supportive work environment for her staff.

## **PARENT COMMUNICATION AND INVOLVEMENT (TREATMENT ONLY)**

Open communication between Arrow Academy staff and parents is one of our highest priorities. At Arrow Academy, we attempt to make this as easy as possible for you by assigning your main contact as your Behavior Analyst (BCBA). Minimizing avenues of communication greatly decreases the chance of miscommunications, however they still may occur from time to time as your child's team is made up of several team members who you see on a regular basis. Please keep in mind, a message delivered to your child's first technician of the day may not be communicated to the next technician or BCBA as the technician's day can be hectic and distracting (as you can imagine!). Please relay all important information to your BCBA directly. Also, please understand and inform us if your child comes home with a different sock or is missing a toy they brought from home. We will do our best to keep track of and find missing items that were likely left at the center.

**ELECTRONIC COMMUNICATION:** *Arrow Academy follows all applicable HIPAA and confidentiality regulations. Staff may use electronic communication during services to communicate treatment information to you in the form of email, phone calls or text messages. While we do everything we can to protect your health information, limitations associated with electronic communication are present. In the event of a possible information breach, parents/guardians will be informed of the risk and recommended steps of actions.*

Please label EVERY individual item that belongs to your child (i.e., each mitten, shoe, sock, toy, cup, spoon, lunchbox, backpack, chew tube etc.) with his/her first two initials of the first and last name (i.e. JaDo).

### **Family Guidance Sessions**

A requirement of insurance companies is parent participation through our Family Treatment Guidance session. Your family's plan and goals will be individualized to your needs and progress on those goals is tracked in your child's treatment plan. *(Participation and progress on these goals is a requirement of insurance companies for continued funding)*. These sessions will occur both in center and in the home. Family Guidance sessions focus on the giving parents and guardians the skills to carry over learning from the center, tackle in-home concerns, acquire more tools to respond to your child's problem behavior, and more. It is recommended to schedule the same visit times each week. Discuss your schedule with your child's BCBA.

## **Beginning Treatment**

Your child will be developing a relationship with their team of staff, learning the routine of the center and the center's expectations.

Parents will be meeting with their BCBA to discuss their child's Treatment Plan, make any suggested revisions and have parents sign the plan. Usually this happens on the first day of treatment but can happen before the first day upon request.

Regular, recurring appointments will be set up with caregivers in the first 6 months to deliver the 13-lesson program. This involvement is a requirement by funders for continuation of treatment and is essential to the success of your child.

## **Daily Expectations**

At pick-ups, you will receive communication from Technicians via an oral summary and written summary of your child's day. It is important to ask any questions or voice concerns that you may have, but please keep in mind the Technician you are speaking with may have no control over modifications to your child's case or the center's protocol. Please feel free to ask to speak with your BCBA or GCA if you have concerns about your child's programming, behavior support plan, communication issues etc.

If you have any questions or concerns regarding your child's ability to generalize skills from the center or their problem behavior at home, please consult with your BCBA/GCA.

## **Weekly/Monthly**

Each week/month, depending on the schedule set between you and your child's BCBA, you will receive an email/paper report about the targets your child has been working on in the center and what you can do to support those at home.

## **Monthly**

An "Arrow Academy Newsletter" is sent home with your child near the beginning of each month containing information about the upcoming month's reminders, any Holiday schedule notices, new staff, company changes etc.

## **Bi-Yearly Updates**

Every 6 months, a Progress Review meeting will be scheduled, summarizing your child's progress on current treatment goals over the past 6 months as well as graphs of any problem behavior that your child's team may be working on reducing.

At this time, you will have the opportunity to review your child's progress to date, discuss updates, request changes and be able to observe your child during engaging in a treatment session.

*Please note, this is the scheduled time to formally discuss your child's overall progress and response to treatment. You may, at any time, request to meet to review this information if you feel more frequent or emergency reviews are necessary.*

## **Yearly Expectations**

Each year, any expiring paperwork or documentation needs to be updated for our records. Arrow Academy will reach out to you when documents have expired. Many insurance companies also have 6-month or 1-year re-authorization requirements. Parents may or may not be aware when these occur, as Arrow Academy takes care of this for you. You will be notified if additional paperwork is needed to complete this process.

### Parent Postings

Arrow Academy posts relevant paper postings, updates, parent forms/resources and communications in the main entrance. Extra forms should be available and clearly labeled.

## ATTENDANCE, SCHEDULE CHANGES, & NO SCHOOL DAYS

### Attendance

Consistency of treatment hours is one of the advantages of center-based treatment. Once your child's hours are set, we do everything we can to ensure staff are available to provide coverage for those hours without worry about loss of hours due to staff call-ins or staff illness. A consistent schedule with a minimum of 10 hours per week spread across at least 3 session days is also important for your child's progress. Please keep this in mind and try to abide by your child's monthly treatment schedule.

### Scheduling

Arrow Academy schedules technicians in 2-hour blocks that start on the even hours. On those hours, technicians switch clients. These technicians are considered your child's team. Your child's team will be most consistent if he/she is scheduled within the allowed 2-hour blocks. Clients who are bussed to or from school are exceptions to this rule. Special circumstances must be approved through the Clinical Director or Owner only.

Although hours of operation and day-to-day functioning seem to be similar to a day care environment or school, Arrow Academy does not operate as a "Drop in" service. Please consider your child's schedule as a MEDICAL APPOINTMENT. Staff are scheduled 1-on-1 with your child and only during the treatment window. If you arrive late, your child's technician is kept waiting for your arrival. If your child is sick, technicians are sent home that day.

If you are going on vacation, have existing doctor appointments or other foreseeable conflicts with your child's treatment schedule, we require families to fill out a "Client Schedule Change Request" form. We ask that these requests be submitted **at least 2 weeks in advance of the change**. Phone calls or word-of-mouth communications will not be accepted as a form of notification. *Arrow Academy is not responsible for scheduling errors/miscommunications that have not been submitted in writing.*

A consistent schedule is important for your child's progress and treatment efficacy. It is Arrow Academy's policy that your child MUST attend treatment at least 3 days per week for consistent sessions. Sessions must be at least 2 hours long, may not exceed 9 hours in a single session and only 1 session is allowed per day.

### No School Days or Early Release Days

Arrow Academy understands that many school districts have foreseeable and scheduled breaks, days off or early release days. Because of staff availability, consistent coverage for your child's treatment hours and a 1:1 staff to client ratio, Arrow Academy cannot guarantee extra hours on these days, even if it is realized in advance. Parents may request additional hours on days off or breaks and Arrow Academy will permit these requests if staff is available on a first come first serve basis.

Arrow Academy DOES NOT allow large changes to treatment hours over the summer break. Treatment hours are based on medical necessity and should be adhered to all year round as consistently as possible.

## DROP-OFF & PICK-UP POLICY

At Arrow Academy, we will only release your child to legal parents/guardians and persons listed as emergency contacts or authorized pick-ups. It is important you inform staff of any changes to this information as it arises, however, Arrow Academy will ask for updated forms/information yearly. Staff are instructed to request identification in the event they do not recognize an adult picking up a client.

In the event that a non-custodial caregiver arrives asking to pick up a client, the following actions will be taken:

1. Alert a supervisor
2. Call the client's emergency contacts until you get ahold of a parent/emergency contact and alert them of the person attempting to pick up.
3. Follow the parent's directions as to how to proceed (i.e., do not release the child, release the child with the individual, wait for parent to arrive, call 911 etc.).
4. In the event the non-custodial caregiver appears under the influence of a substance or seems agitated or aggressive, call 911.
5. In the event the parent/emergency contacts are not reachable for 30 minutes, call 911.
6. Supervisor talks to the staff present and documents the incident in the client's file.

### Drop-off

Arrive at drop-off no later than your child's scheduled start time.

If you will be more than 5 minutes late, please call the center to let the Scheduler know.

If you cannot attend that day's session, call at least 1 hour before your child's start time. A dedicated staff member arrives just for your child and needs to be called off for the day before they head in.

The Scheduler will call to check on child's whereabouts when it is 15 minutes past the start time of your child's session and will leave a message if no answer.

Late Arrival: Parent arrives 6-30 minutes late to child's session, regardless of whether they informed the center of the late arrival.

- 5-14 minutes late = \$5 (the child can still attend the session)
- 15-30 minutes late = \$10 (the child can still attend the session)
- 31+ minutes late = \$20 (the session will be canceled for the day)

### Pick-up

Parents/Caregivers are allowed to pick up early at any point during the session. Arrow Academy requests advanced notice of early pickups, if at all possible, in order to make scheduling arrangements for staff.

Arrive at pick-up of your child no later than your child's scheduled end time.

If you will be more than 5 minutes late, please call the center to let the Scheduler know.

The Scheduler will call when it is 15 minutes past the end time of your child's session and will leave a message if no answer.

The Scheduler will call again at 30 minutes past the session end time. At 30 minutes past the session end time, the Scheduler will begin calling emergency contacts for pick-up.



You are *required* to call BEFORE YOUR CHILD'S SCHEDULED END TIME if there is an extenuating circumstance causing you to be late.

Arrow Academy allows a 15-minute pick-up grace period where no charges will be applied. You are still required to call if you are running late for pick up.

- The charges are as follows:
  - 16-30 minutes late = \$10
  - 31-45 minutes late = \$20
  - 46-60 minutes late = \$30
  - Etc.

At the 30-minute mark, Arrow Academy staff will begin calling emergency contacts for pick-up.

## SESSION CANCELATION POLICY

Please call as soon as possible, but no later than 1 hour prior to your child's session start if you need to cancel.

That day's session(s) will be **canceled** if a client does not arrive within 30 minutes of the session start time and your child's staff will be sent home.

Late Cancellation: Any session that does not occur when it was originally scheduled and the cancellation notice was received less than 1 HOUR PRIOR to the session start time.

- Calling 59 minutes or less before the session start time = \$20
- Calling at any point after the session start time = \$20

### ABA TREATMENT ONLY:

Consistent attendance is imperative for your child's treatment at Arrow Academy. It will increase the likelihood for treatment success, establish a routine that can minimize unexpected behaviors throughout the day/week, and help build a consistent team for your child. Your child's treatment team relies on his/her attendance to complete the necessary work for helping him/her succeed. Your child's progress will suffer drastically if attendance is not made a priority.

Parents/Caregivers will be allowed **3 treatment session cancellations** within each calendar month. A \$20 fee will apply for every treatment session canceled after the 3<sup>rd</sup> canceled session each month.

*("Late Cancellation" fees may also apply and be charged in addition to consecutive cancellation fees. See above).*

Exceptions for pre-planned or certain brief absences will be allowed, which include the following:

- Vacation leaves *with a 2-week advanced notice*
- Short- or long-term medical leaves (i.e., surgery, hospitalization, inpatient stays, etc.)
- Loss of a family member
- COVID or other long-term mild/moderate illness that would require the client to miss 3 or more days in a row (sick days scattered throughout the calendar month will not be excused)

## CARE, HEALTH, ILLNESS & INJURY

### Basic Care Supplies

Parents/Caregivers are responsible for providing everyday basic care items for their child to last through the session time. These would include enough diapers, wipes, food, snacks and appropriate clothing to last through the session. In the event Arrow Academy deems a child is sent to a session without sufficient basic care supplies to get them through their session, parents will be called to drop off those items within the hour or to pick up their child and return when sufficient basic care supplies can be sent with their child.

## **Sanitation & Cleanliness**

All hazardous materials including cleaning supplies/chemicals are kept in locked cabinets/closets or stored out of reach of children.

Arrow Academy follows all required sanitation policies for eating surfaces and utensils. In addition, hard surfaces and bathrooms are sanitized and trash removed daily. All hard toys are sanitized on a regular rotation and when contagious illness is reported.

Children and staff are required to wash hands before eating/handling food and after bathroom use or helping children in the bathroom. Hand sanitizer is always also available to staff.

The treatment areas are vacuumed, swept, touchable surfaces wiped and garbage emptied daily.

All staff are trained in handling bodily fluid that may contain blood borne pathogens and gloves are always readily available throughout the center. If a child's clothing becomes soiled, it will be bagged and put in his/her backpack immediately. If the soiled garments occurred due to a non-emergency accident, parents will be informed of the incident at pick up.

## **Illness**

***If your child is unable to make it to his/her scheduled session, please call the center no later than 1 hour prior to his/her scheduled start time.***

Arrow Academy schedules technicians for your child only when your child has scheduled treatment hours. If your child will not be in attendance for a scheduled session for any reason, that technician is often allowed to go home or moved to work with another child and will not be available later in the day to provide treatment (i.e., if your child becomes well or you initially had no ride, but then find a way to drop him/her off). Arrow Academy is not allowed to accept a client later in the day, if they have already called in sick that day.

If your child is ill, please do not bring them to their scheduled session or allow Arrow Academy staff into your home for any generalization sessions.

If your child is sent home from school for illness, please do not have them attend their evening therapy session.

Please respect the staff's judgment when they determine that a child should not attend Arrow Academy because of sickness. These limits are designed to help sick children recover and to avoid the spread of disease. Listlessness, diarrhea, fever, or crankiness may all be symptoms of illness, and it is our policy to isolate children showing such symptoms.

Parents need to pick up their child promptly, within one half (1/2) hour if he/she is ill as Arrow Academy is not licensed to provide care for mildly ill children. If parents do not pick up their child within 30 minutes, the emergency contact will then be contacted for them to come and pick up the ill child.

If the child becomes sick while at the Arrow Academy, the child must be isolated from other children in therapy (in our sick child area) and the parent called immediately. Arrow Academy must exclude a child who has:

- a reportable illness or condition that is contagious, (Parents must inform us within 24 hours if their child has a contagious disease.)
- chicken pox until the child is no longer infectious or until the lesions are crusted over;
- vomited since arriving that day
- had 3 abnormally loose stools since arriving that day
- contagious conjunctivitis or pus draining from the eye (pink eye) and has not completed 24 hours since first dose of antibiotic drops
- a bacterial infection and has not completed 24 hours of antibiotics
- unexplained lethargy and is unable to participate in all the regular activities of the day
- a 100-degree Fahrenheit temperature or above before fever reducing medication is given
- a temperature that has not been below 100 degrees for 24 hours
- an undiagnosed rash or a rash attributable to a contagious illness or condition

Although limited, if parents/clients would like make-up sessions to occur, parents should advise Arrow Academy of this and scheduling arrangements will be made if possible. If make-up sessions are unavailable, please note that if anything becomes available in the future, arrangements can still be made if parents show continued interest.

### **Center Exposure to Illness**

Arrow Academy will notify parents of confirmed cases of communicable illness/diseases that were present in the building. Public posts will be made available for 48 hours after the exposure was confirmed. This posting can be found in the waiting room. Arrow Academy is not responsible for the contraction of any contagious illnesses that may occur from center exposure.

### **First Aid/Injury**

Arrow Academy staff are permitted to administer emergency first aid only. Staff are permitted to clean superficial wounds with soap and water and apply a clean sterile bandage only.

Any accidents or injuries occurring on-site, marked change in behavior or appearance or any observation of injuries to a child's body received outside of center care will be entered into the center's Injury Report Log Book.

In the case of suspected poisoning, the poison control center will be called immediately followed by 911 if necessary and the parents.

MINOR injuries will be documented in the Medical Log Book and reported to parents/guardians at pick-up.

For MODERATE injuries:

- A child has an injury for which a bandage is insufficient to stop the bleeding.
- A child seems disoriented or has suffered a head injury that does not cause visible damage.
- Staff cannot identify location or whereabouts of injury, but child seems to be in significant pain or distress.

Staff will do the following:

- Alert the Director.
- Parents will be called within 10 minutes of the injury.
- Staff will then follow the instructions of the parent.
- Document the incident in the Medical Log Book.

For SEVERE injuries:

- A child is choking.
- A child is unconscious or non-responsive.
- A child is having a seizure.
- A child has suffered a serious physical injury that causes excessive blood loss, suspected internal injury (i.e. broken bones) or death.

Staff will do the following:

- Call for help from a supervisor immediately.
- Call 911 or have someone else call 911.
- Supervisors trained in CPR will respond as needed until paramedics arrive.
- Call parents/emergency contacts to alert them of the incident and that 911 has been called.
- Document the incident in the Medical Log Book.

If no emergency hospital is specified in registration documents, children will be taken to the nearest hospital, or the hospital deemed appropriate by emergency medical staff.

In the event a child bites another child, both parents will be informed upon pick up. Details of the bite will be given at that time such as if the injury resulted in abrasions or bleeding and if a transfer of bodily fluid likely occurred. Infections from child bites do not usually occur (*National Center for Biotechnology Information*), but in the event of a more serious risk of disease transmission, families will be notified of the risk.

## MEDICATION

Arrow Academy will administer medication according to the following:

For prescription medication:

- Parents have completed the Medication Authorization form provided by Arrow Academy for each prescription and non-prescription medication.
- All medicine must be in its original container with the client's name, dosage and administration directions. Medication will be stored in a locked medication box. Medicine requiring refrigeration will be kept in a covered, labeled and locked container in the refrigerator.
- We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization.
- Arrow Academy will maintain a Medical Log Book documenting the administration of each medication. Parents will have access to entries regarding their child if requested.
- If there is a delayed or missed dosage or if there are other errors in distribution, parents will be notified immediately and may be asked to contact their doctor for recommendations.

For over-the-counter ingested medicine (i.e., Tylenol, melatonin etc.):

- Any medicine or supplement that is to be ingested requires a completed Medication Authorization form.
- Any medicine or supplement that does not have a Medication Authorization form will NOT be administered to you child.
- Please write your child's name on the container.
- We will not exceed the age-related dosage or administer the medication outside of the instructions on the label of any over-the-counter medication without a written doctor's authorization.
- Any non-prescription ingested medicine will be documented in the Medical Log Book and contained in the locked medication box

For over-the-counter non-ingested medicine (i.e., topical creams, lotions etc.):

- Lotions, oils, insect repellent, lip balm, diaper creams and other non-medicinal products can be administered by staff per parent instruction, not to exceed instruction on original container. A Medication Authorization form will not be necessary for these items.
- Please write your child's name on the container.

Arrow Academy is not liable for any injury up to death for administration of medication according to parent/caregiver instruction authorized by the Medication Authorization form.

## **IMMUNIZATIONS**

Arrow Academy recognizes the right for each family to choose what is best for their child regarding vaccinations. Vaccination status does not qualify or disqualify any individuals from treatment, although record of vaccination history may be requested for your child's file for reporting purposes. Arrow Academy is not responsible or liable for any vaccine-preventable spread of disease. If your child has a communicable disease and has attended his/her sessions, please report this to your BCBA immediately so he/she can take the proper steps to notify families of the exposure.

## **TOILETING**

If your child uses wipes and/or wears diapers, pull-ups, pads, feminine hygiene products etc., these items are to be provided by the parent(s) and are to be kept in your child's personal backpack/bag that he/she brings with them each day. Backpacks/bags should be replenished each night or morning before your child returns to treatment with enough to last them for the day.

If your child is physically unable to stand for diaper changes, a changing mat is available on site and is sanitized after each use.

Your child's specific toilet training plan will be discussed with you during initial assessments and throughout treatment if applicable.

If your child is toilet training, please provide enough sets of underwear, pants, and socks to get them through each day.

Please also keep an extra set of clothing (pants, socks, underwear, shirt) in your child's backpack at all times in case of accidents or in the event clothing gets soiled/dirty. If clothing needs to be changed, soiled/dirty clothing will be put in a plastic bag and sent home in your child's backpack.

On occasion, supplies run out. Arrow Academy has back-up diapers and wipes for emergency use. A charge will be instituted of \$1.00 per Arrow diaper used.

## **NAPPING**

If you wish for your child to nap during treatment hours, they will be provided with a cot that is wiped after each use with sanitizer spray. You may choose also to send a blanket/sleeping bag and/or pillow for your child to use during naps. These items can be stored in the area where your child's personal belongings are kept.

## **MEALS & SNACKS**

All snacks, meals, and drinks are to be provided by parents during the day. Please pack a backpack with your child daily that includes:

- Lunch packed in a lunch box (we can store this in the refrigerator)
- Snacks enough for that day's session

- Water bottle or drinks for the day

Please label all personal items with your child's name, clearly visible.

If a primary meal is not provided for a client and we cannot get ahold of parents/caregivers to provide one, a meal will be provided and a \$10 charge will be instituted.

Children will not share food items.

Any allergy information will be collected upon enrollment. Please indicate if food restrictions are due to allergies or are simply dietary restrictions. This will help guide Arrow Academy staff's reaction if a restricted food item is accidentally consumed by your child.

Microwave-safe plates and bowls as well as spoons and forks are provided at the center. Arrow Academy dishes will be machine-washed after each use. If you wish to send your own dishes or utensils, please put your child's name on each item. Items from home will not be washed during treatment hours but rinsed and placed back in the lunch bag.

Mealtime is a time to work on social, independent feeding, self-care, and tolerance targets.

Snacks are offered at least every 3 hours a child is at Arrow Academy Inc. Snacks are typically offered around 10 A.M. and 2 P.M. for day-time enrolled clients, and upon arrival for after-school clients or when requested. Lunch is scheduled at either 11:30 A.M. or 12:00 P.M.

## FEES & PAYMENT

Fees may be charged for the following:

- Late drop-off (See **Drop-off** section above)
- Late pick-up (See **Pick-up** section above)
- Session cancelations (See **Session Cancellation** section above)
- Use of consumable basic care supplies provided by the Arrow Academy facility (See **Toileting** and **Meals & Snacks** sections above)
- Late payments
- Insufficient funds charges

### Payments

Fees are to be paid by due date indicated on the invoice received from Arrow Academy Inc. (10 business days). Payment can be made via personal check, debit/credit card, HSA or cash. If there will be a private pay or third-party payment, as from an employer or the county, a special payment schedule will be arranged and detailed in the contract.

NSF Checks or debits will result in a \$25.00 penalty fee and any bank fees will also be invoiced.

Late Payments postmarked after due date printed on the invoice will result in an additional charge of 1%.

- If no payment is received within 3 days of due date, a second invoice will be sent with the fee added, new total and new due date (30 days).
- If no payment is received within 3 days of due date for second invoice, a third invoice will be sent with the fee added, new total and new due date (30 days).
- If no payment is received within 3 days of due date for third invoice, a FINAL invoice will be sent with the fee added, new total and new due date (30 days).
- If no payment is received within 3 days of due date for FINAL invoice, services will be suspended immediately until fees are paid and/or the invoice amount will be sent to collections.

All cash or check payments can be mailed to Arrow Academy's regular treatment address.

Current fees for services need to be discussed with the Owner or Clinical Director.

## **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, media platform relationships (i.e. Facebook friendships), giving of gifts or participation 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 members are not permitted to provide any other services (child care, respite in the home) outside of the scope of treatment while your child receives treatment at the center. Arrow Academy staff members are not permitted to provide care for any other family member other than the client they have been authorized to provide treatment for.

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.

## **REASONABLE ACCESS TO CARE**

Individuals shall have reasonable access to treatment or accommodations regardless of race, age, creed, sex, national origin, handicap or sources of payment for care.

## **GRIEVANCES & TERMINATION OF SERVICES**

### **Grievances**

In the event of a grievance, conflict or complaint against Arrow Academy, parents are encouraged to make an appointment with the Owner or Clinical Director to professionally discuss and reconcile any dispute.

### **Damaged/Missing Property**

While we do all we can to ensure your child's property is taken care of while they are in our care, accidents do occur. Please understand that what is brought with your child from home during a session is not the responsibility of Arrow Academy or its staff. Please only send with your child what is absolutely necessary for his/her session or treatment. Arrow Academy is not responsible for damage done to personal items by your child, other clients in treatment or general "wear and tear" by use during treatment hours.

It is our policy that all items belonging to your child need to be labeled with his/her initials by the parent in order to show ownership of the items that come in with your child. It is not the responsibility of Arrow Academy to label personal client items.

### **Termination of Respite**

A respite client may be discharged from the center or services put on hold for reasons such as, but not limited to:

- Repeated instances of aggression, property destruction, elopement, or inappropriate language during sessions.
- Inability of staff to deescalate problem behavior when faced with more severe challenging behavior.
- Lack of staff for 2 consecutive months.
- Failure to pay fees by due date indicated on individual bill (Grounds for immediate termination without advanced notice).

- Inability of provider to meet the family's level of expected care during respite sessions.
- Inability of Arrow Academy to meet the physical, mental health, or behavioral needs of the client.
- Repeated failure to pick up the child at the scheduled time.
- Failure to complete and return required forms/documentation.

### **Termination of ABA Services**

An ABA treatment client may be discharged from the center or services put on hold for reasons such as, but not limited to:

- If he/she has successfully completed the program designed to address the deficits relating to Autism Spectrum Disorder when agreed upon between parents and Arrow Academy supervisors.
- If he/she measures within typical age-norm ranges on relevant assessments including any barrier behavior.
- If insurance companies will no longer provide funding due to reaching treatment goals and a typically developing skill set.
- Inability to attend 80% of client's scheduled session times across 2 consecutive months.
- Lack of sufficiently skilled staff for 2 consecutive months.
- If he/she has not demonstrated significant progress towards goals after 18 months of treatment.
- Failure to pay fees by due date indicated on individual bill (Grounds for immediate termination without advanced notice).
- Lack of parental cooperation/irreconcilable differences between the family and provider concerning important issues in treatment planning and delivery.
- Inability of parent/guardian to participate in the required goals for treatment progress.
- Missing or not participating in scheduled parent meetings across 3 consecutive months.
- Inability of Arrow Academy to meet the physical, mental health, or behavioral needs of the client. The parent will be referred to other community resources.
- Repeated failure to pick up the child at the scheduled time AND not paying late pick-up fees.
- Failure to complete and return required forms/documentation.
- Behaviors demonstrated by the child that have the potential to injure peers or self that are outside of the scope of Arrow Academy's practice or training.

If discharge is agreed by the clinical team to be in the near future for the client and because the child is within typical age ranges for skills and problem behavior, a meeting will be held to discuss discharge/reduction of service hours to meet the discharge goals. Discharge will be completed gradually, if possible, over a 3-6-month period, allowing time for the client and family to acclimate to reduced support levels.

Regardless of discharge reason, families will be provided with a discharge summary with recommendations for additional supports and available services that may best fit the client's current needs upon discharge.

A client will never be discharged due to discrimination. Arrow Academy is committed to complying with all applicable provisions of the Americans with Disabilities Act.

Parents must give a 2-week written notice of their intent to withdraw the client.

Arrow Academy will give a 2-week written notice of our intent to discharge a client, unless:

- The client engages in severe self-injurious behavior or harmful behavior to others (for example but not limited to: drawing blood, spraining, hyper-extending or breaking joints, large tissue damage etc.) that Arrow Academy staff are not trained to manage and would put other clients in likely danger if treatment were continued.
- Parents fail to pay fees owed after final notice due date is given.



If a parent feels an appeal is necessary, they may submit a written appeal and a consultation will be scheduled within 2 business days to review the intended discharge. The center owner or Clinical Director will make the final decision.

If the discharge is a mutual decision by both Arrow Academy and the parents, a termination date will be agreed upon on a per case basis and as discussed.

## **INSURANCE COVERAGE**

Arrow Academy accepts most commercial and secondary insurance plans for services rendered. In most cases, we will work with client/prospective client insurance companies to secure reasonable and customary payments for services rendered. This arrangement is done at no cost to you; however, Arrow Academy cannot guarantee insurance acceptance and reserves the right to refuse service based on insurance carrier.

The following insurances are not accepted:

- Tricare Military

Arrow Academy is not responsible for your child's insurance status. In the event your child somehow becomes inactive on an insurance plan, you may be responsible for any costs/charges of treatment while insurance coverage is inactive.

It is the responsibility of the parent/guardian to inform Arrow Academy of any and all changes to insurance, both primary and secondary as soon as they occur. Lack of information may result in charges passed on to the family for services rendered.

Arrow Academy Inc. and its staff are fully insured, licensed and certified where applicable.

## **INFORMED CONSENT/CONFIDENTIALITY**

Arrow Academy Inc. keeps a record of our clients' information. This record contains the dates of contact with our clients, notes on client 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. To release information to a third party, Arrow Academy must receive a signed "Release of Information" form from the client/parent/guardian.

Arrow Academy shares information within the organization on a monthly or as-needed basis to facilitate case collaboration, peer review as well as for supervision and billing purposes. In the event records are transported or removed from the building, they will be protected by two barriers: either physical locks or password locks. Arrow Academy will fax records whenever possible to maintain confidentiality.

## **FAMILY LEGAL ISSUES**

### **Custody Arrangements**

In the event of legal custodial issues, we ask that we have a copy of all legal documents affecting custodial rights including but not limited to:

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

We must know who the child is living with as we will release the child to the parent with physical custody or only persons listed on the enrollment documents as persons to whom we can release the child.

Please note, Arrow Academy staff must release a child at the request of the parent/legal guardian unless the parent/legal guardian poses an immediate threat to the child's safety. We cannot withhold a child to a parent/legal guardian simply at the request of the other parent/legal guardian.

### **Request for Legal Documentation or Testimony**

Arrow Academy will only provide letters of witness, testimony or recommendation on a child's well-being/needs as required by a court of law. We are unable to provide letters attesting to the child's well-being/needs outside of a court requirement. Arrow Academy will only provide information intended to be used in legal matters when ordered by the court.

## **CRISIS MANAGEMENT**

Arrow Academy certifies staff members in Professional Crisis Management (PCM).

Arrow Academy schedules at least two PCM-certified staff on site. Often, multiple PCM-certified staff are present throughout the day and available to assist with escalated problem behavior.

If a client escalates and is exhibiting crisis-level behavior according to the criteria outlined in PCM training (CASH: Continuous, Aggression, Self-injurious, High magnitude disruption), PCM trained staff immediately assist and provide guidance as needed. PCM strategies will be used to de-escalate and maintain safety in the situation which may include transportation, physical intervention, seclusion and/or restraint according to trained PCM techniques. If a client continues to escalate to increasingly dangerous behavior, the BCBA or Clinical Director will be called immediately and will determine if police or medical assistance are necessary.

Emergency responses to new or unexpected crisis situations/behavior may occur. Arrow Academy staff may use PCM strategies without an explicit behavior plan in place or consented to, if the situation meets the trained CASH criteria, in attempts to keep the client, staff, and environment safe. Staff will attempt less restrictive measures whenever possible. Behavior support plans will likely be developed in response to such an event.

## **GENERAL SAFETY, ACCIDENT & EMERGENCY PROCEDURES**

### **Safety**

At Arrow Academy, the safety of our clients is a major priority. We do all we can to ensure the safety of children while they are in our care.

Arrow Academy's building is locked to outside persons other than staff. Coded doorways or key card entries prohibit unauthorized persons from entering into our treatment areas. It is Arrow Academy policy to keep doors locked and closed during treatment/instruction. If you find yourself locked out of treatment areas and no staff assistance is available, please ring the doorbell in the front waiting room or call.

All staff receive criminal and caregiver background checks before beginning work with clients as well as Mandated Reporter training every 2 years.

### **Shelter in Place**

In the event of an external threat that would require staff and students to stay indoors/shelter in place, children will be taken downstairs or to interior rooms, away from windows and doors until the threat passes. If possible, parents will be called to update them on the status of their children.

### **Lock Down**

In the event of a public threat, Arrow Academy may choose to lock down the building for the safety of our clients and staff. In the event of a lock down, the information will be posted on our Facebook page and affected families will be called. During this time, we will wait for the threat to pass before releasing children or allowing persons to enter the building. Please be understanding of this policy in the event of a lock down.

### **Intruder**

In the event of a dangerous building intruder, the first response will be for clients and staff to evacuate the building as quickly as possible through the nearest and safest exit. If evacuation is not possible, staff will hide and barricade themselves in as best as possible until the threat passes. Evacuated staff and children will meet in designated safe location and call police.

### **Fire**

Most of our children have one-on-one staff assigned to them, staff will be kept aware of children they're responsible for. Staff who are assigned with children with physical or more intrusive cognitive disabilities will receive priority assistance from supervisors or additional staff members.

In case of an emergency that would require an evacuation, children will be evacuated by all available staff through the nearest exit. The current schedule and list of phone numbers for parents and emergency contacts will be taken out by the staff member designated to be "in charge" to assure that all children are accounted for and all families can be notified. Children will be gathered at a safe distance from any burning material. The person in charge will call the fire department, if they are not already notified, at that time and parents will be notified. If we are unable to return to the building and waiting outdoors is deemed unsafe, transportation will be organized and all children will be taken to a warm, safe location, until parents arrive.

### **Tornado**

In the event of a tornado warning, all children will be taken to center/interior rooms of the center by all staff members. Blankets, a portable radio, and flashlight, with extra batteries for both, are kept in the tornado shelter area. The current schedule and emergency contact information will be brought along by the staff member designated to be "in charge". Staff will engage the children in activities until we are assured by the authorities that the danger has passed.

In the event of a lost child, staff will check all areas of the center and follow the missing child protocol. If the child cannot be found, the child's parents and/or emergency contact and the police will be immediately notified.

### **Missing Child**

In the event a child is reported or noticed as missing the following actions will be taken:

1. Alert the Director.
2. The Director or a highest-ranking BCBA will carry out a thorough search of the building and grounds.
3. Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
4. The teachers will assure the other children should they be aware of the missing child and let them know everything is being done to find the child.
5. Any extra staff will be sent out to look for missing child.
6. If the child is not found within 10 minutes, the parent is contacted and the missing child is reported missing to the police (call 911).
7. The Director talks to the staff to find out when and where the child was last seen and documents the incident.

### **Loss of Heat, Power, Water**

If the center should lose the use of heat, water or electricity before the center opens, the effects of the outage will be assessed. If sessions can continue safely and the power is anticipated to be restored within 3 hours, classes will continue as scheduled. If it is deemed unsafe or the power outage is expected to last longer than 3 hours, parents will be notified that sessions are canceled for that day. In the event power is restored, we will contact parents to inform them when sessions can continue.

If the center should lose the use of heat, water or electricity while children are in attendance, the effects of the outage will be assessed. If class can continue safely and the power is anticipated to be restored within 3 hours, sessions will continue. If it is deemed unsafe or the power outage lasts longer than 3 hours, the Director will call the parents of all client and ask them to pick them up within 1 hour.

There will never be less than 2 staff members on-site.

In the event an emergency closing is necessary, we will contact news stations and call parents to pick up their child. All children will be kept in a safe area within the building or on the outside of the building as appropriate until parents arrive.

### **Public Health Emergency**

In the event of a public health threat where services are put on hold, Arrow Academy will assess the severity of the threat with guidance from the CDC and WHO. Services may be conducted remotely (Telehealth) or in-home if center-based services are deemed unsafe. Services will be reinstated as quickly as it is deemed safe by local or governmental authorities.

### **Medical Emergency (Injury, Allergy, Seizure etc.)**

In the event of a medical emergency, 911 will be called immediately followed by the parents/legal guardians.

All emergency phone numbers including the owner, Fire Department, Police Department, Ambulance, Poison Control, WPS (Electric) and Child Protective Services for Portage County are listed and posted at all phones.

If an emergency vehicle is needed and an ambulance is not readily available: The head teacher is required to have their vehicle available for use in the case of an emergency as at least 1 additional staff member is always on site.

All Tech 3 staff and above will have training in child CPR/AED and first aid. First aid supplies will be stored throughout the building for ease of access and posted with First Aid signs.

### **Child Abuse & Neglect**

All staff are obligated to report suspicions of child abuse or neglect and will complete Mandated Reporter Training. In the event that a call to Child Protective Services is needed, the person who has witnessed or suspected the neglect or abuse will contact the department directly. After the report has been made, the staff member will notify the owner and Clinical Director of the report and document it in the Injury Report Log. This would include when the authorized pick-up person appears impaired by drugs or alcohol.

### **Transportation**

Arrow Academy does not offer center-provided transportation to children.

## **ARROW ACADEMY HOURS OF OPERATION**

- ALL SERVICES: Monday - Friday 8:00AM – 5:00PM
- RESPITE ONLY: Saturday 9:00AM – 5:00PM

In-home sessions may occur outside of business hours or on weekends. The availability of the sessions depends on your individual BCBA's hours as well as your availability for an in-home meeting. BCBAs are not required to work outside of Arrow Academy hours of operation.

## HOLIDAYS OFF SCHEDULE

Arrow Academy recognizes the following Holidays and will be closed:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & Black Friday
- Christmas Eve
- Christmas Day

Additional closures may occur due to inclement weather or around the holidays. Families will be notified of these in advance to the best of our ability.

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