



Edition

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AMAZING TRANSFORMATIONS, LLC

Behavioral and Educational Support Services

Employee Handbook

AMAZING TRANSFORMATIONS, LLC

Employee Handbook

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Our Mission

Our professionals use the principles of Applied Behavior Analysis (ABA) to provide behavioral therapy and consultative and support services for children and adolescents with behavioral, social, and learning challenges. We strive to provide our clients with quality, data-driven interventions and support through the development and implementation of comprehensive treatment programs. We focus on utilizing evidence-based strategies in order to maximize each client's personal potential.

ABA Therapy

Amazing Transformations utilizes the principles of Applied Behavior Analysis and develops individualized programs or treatment plans that target behavior management, cognitive, speech, language, school readiness, play, self-help, functional, and social skills. Each individualized program is based on the client's strengths and deficits. The goal is to decrease maladaptive behaviors and replace them with functional skills that will allow autonomy.

Applied Behavior Analysis is the study of the functional relationship between one's behaviors and their environment. Data is collected on the stimuli that elicits, increases, decreases, or maintains the child's behavior. The data is analyzed and a treatment plan or an individualized ABA program is implemented. As the child's treatment progresses, data is collected and analyzed again to determine treatment effectiveness. The goal of a behavior analyst is to utilize behavioral contingencies to help the child learn more functional skills that can replace undesirable behaviors and improve quality of life. Amazing Transformations seeks to produce significant results enabling the child to adapt to their environment thus preparing them for a brighter future.

While Amazing Transformations excels in its basic ABA program, it also offers numerous specialty programs that add to our success:

- Verbal Behavior Training
- Natural Environment Teaching
- Pivotal Response Teaching
- Direct/Discrete Trial Teaching
- Social Skills Instruction
- Community Integration

Group Therapy

Group therapy is an effective way to target social areas that require peer interaction and generalization from what they learn in the one to one setting with the therapist. We offer a variety of group approaches such as:

- Little Chats Verbal Behavior Program – weekly
- Shining Stars Theater Group – Ages 12 and up
- Weekly social skills classes for school age children such as Brick Builders and Minecraft
- Teen Scene Program - ages 14 and up (community outings and recreational social skills therapy for teens with developmental disabilities)
- Summer Social Skills Programs for children of all ages

Compliance with all Applicable Laws

All providers of ABA therapy services are expected to adhere to the ethical standards and statements as defined by the Behavior Analyst Certification Board. Therapy will fully comply with all applicable state and federal laws relating to employment. If you have any questions about a particular policy or its interpretation, please contact your immediate supervisor. Similarly, we expect our employees to comply with all laws applicable to their jobs and responsibilities. In work-related activities, providers do not engage in discrimination against individuals or groups based on age, gender, race, ethnicity, origin, religion, sexual orientation, disability, socioeconomic status, or any basis proscribed by law.

Employee Titles and Basic Job Descriptions

Executive Director - Supervises all staff including office staff and providers of therapy. Oversees all aspects of service delivery, client satisfaction, and employee matters. Specifically guides Personnel Director and BCBA Supervisors in their supervision for Behavior Technicians and ABA Therapists.

Managing Director: Manages most aspects of business management such as payroll, finances, insurance billing, school district billing, office management, tracking client services, etc.

Director: Assists Executive Director and Managing Director in management of overall programming, staff members, and facility as needed. Assists with hiring, maintenance, and termination of employees. Assists with developing and maintaining staff schedules, staff training, and staff assignments. Provides feedback to staff members as needed (either written or verbal). Schedules social skills groups and develops registration information, notices, and confirmation emails.

BCBA Supervisor - Provides supervision and case management to his or her cases / clients. Trains therapists as needed and provides regular feedback to all therapists under their supervision. Conducts clinical intakes, develops clinical treatment plans. Conducts various assessments such as FBA's, VB-MAPP, AFLS, SSRS, and develops comprehensive behavior intervention plans. Provides direct therapy to patients as needed.

Lead Clinical Associate / RBT / ABA Therapist: Provides direct ABA Therapy services to clients. Runs the therapy room schedule if placed at Little Chats, assists supervising BCBA's by graphing data, writing progress updates, and models ABA strategies to other ABA Therapists. May provide staff trainings.

Clinical Associate / Registered Behavior Technician (RBT) / ABA Therapist: Provides direct therapy to patients and all other related duties. Follows treatment plan and behavior intervention plan for all clients. Collects data on treatment goals during EACH session. Completes consultation summary with time in / time out and parent signature during EACH session. Assists managers and supervisors with assigned duties and responsibilities. When working in schools, the Clinical Associate must support the students both academically and behaviorally. It is also expected that staff working in schools follow the directives of the teacher and administration. The Clinical Associate / RBT / ABA Therapist must be supervised by a BCBA supervisor and complete required trainings in ABA and professionalism.

Office Manager - Maintains office duties and responsibilities, patient files (both clinical and financial) Works directly with insurance companies, patients/clients, and Managing Director to ensure timely payment of claims/invoices (including credentialing requirements, authorization management, file management and all other pertinent duties to ensure payment for services. Maintain facility, office, services provided to the company, and therapy supplies inventory to ensure an efficient and effective working environment for all staff. Work directly with patients/parents, doctors, and other providers in acquiring therapy services to their child and all related duties. Manage incoming communication. Handles onboarding of all new hires. Maintain all employee files (new, current, past) and requirements as specified in our contracts with third party payers and credentialing organizations. Assist in maintaining patient files and parents in

completing required forms. Provide documentation review to ensure standards are met. Assist managers and supervisors as directed.

Employment Requirements

Employee must have the following:

- Vehicle or access to reliable transportation
- Cellular phone and daily email access
- Access to a computer for online training and communication
- Criminal and Abuse Background check-cleared
- Resume, completed contract, terms of employment, non-compete agreement, and letters of reference on file.
- Availability to attend clinic meetings/trainings/group supervisions
- Flexible after school schedule
- Demonstrate proof of appropriate training and competency in the field of ABA (RBT certification, BCBA or BCaBA certification, etc.)

Additional Job Requirements for ALL Staff:

Working Environment: Most settings will be well lighted, air-conditioned or heated. Exposures to sickness as well as exposure to injuries from aggression due to the behavioral excesses in students with autism and related disorders are risks associated with all positions with Amazing Transformations.

Mental Demands:

- Ability to respond and communicate effectively to varied demands of students, families, and team members.
- Can multi-task and take descriptive and accurate documentation and records.
- Ability to use ABA strategies and make quick intelligent decisions.
- Ability to respond effectively in emergency situations with students in school, home, and community.
- Ability to problem solve as well as respond to stakeholders, parents, staff and agencies affiliated with Amazing Transformations in a proactive and professional manner.

Physical Demands:

- Be prepared to actively participate physically as a therapist
- Must be able to frequently stand or sit and bend at the waist while always maintaining arm's reach distance throughout the entire workday
- Must be able to frequently walk indoors and outside while always maintaining arm's reach distance throughout the entire workday

- Constantly interacting and caring for clients basic needs to include changing diapers and assisting in the bathrooms while always maintaining arm's reach distance throughout the entire workday
- Frequently ascend/descend stairs with clients while always maintaining arm's reach distance
- Constantly stooping, kneeling, crouching, crawling, and working on the floor to always stay within arm's reach of the client throughout the workday
- Maintaining a therapeutic dialog with client throughout the workday while always maintaining arm's reach distance to apply appropriate behavioral instructions
- Continually observing and assessing client behavior to apply the appropriate therapeutic techniques to improve their behavior.
- Frequently lifting and moving or carrying or positioning clients weighing up to 50 pounds

Additional Details Regarding the Role of Clinical Associate / RBT / ABA Therapist:

As a Clinical Associate / RBT / ABA Therapist, you will make an impact by delivering 1:1 behavior therapy to individuals with special needs in their natural setting, such as in their home, school (special education or regular education), or community. You will help teach individuals with autism how to talk, play, make friends, and function independently, while helping reduce any inappropriate behaviors

Duties and Responsibilities:

- Implement behavior intervention plan as directed by supervising BCBA
- Apply the principles of applied behavior analysis to teach self-help, social, motor, and verbal behaviors, as well as reasoning skills.
- Conduct intensive teaching using evidenced based practices as determined by student skill level and treatment plan. Focus on natural environment teaching with interspersed intensive teaching to promote skill generalization.
- In school settings: assist students with all aspects of education including the presentation of academic material and any necessary behavioral, social, emotional, and self-care support needed.
- Collect data as required by program / indicated by BCBA.
- Assist client in developing improved behavior, communication, cognitive and social skills.
- Assist / educate families or school staff regarding effective strategies used with the client to promote skill acquisition and generalization.
- Attend regular supervision meetings with BCBA / direct supervisor.
- Conduct observations, collect data, draft summaries, and complete written reports.

- Follow directives from supervisors such as BCBA, company management, school administrators, and teachers.

Requirements:

- Bachelor’s Degree in the field of Psychology, Special Education, or related field OR, at least 500 hours of experience and training in the field of Applied Behavior Analysis.
- Current Registered Behavior Technician certification OR will obtain RBT credential within first 60 days of employment.
- Strong knowledge of principles of ABA including but not limited to: Functions of Behavior, Differential Reinforcement, Positive Behavior Supports, Verbal Behavior, Shaping Procedures, Extinction, Prompting Hierarchy, Motivating Operations, Data Collection Methodologies, etc.
- Knowledge of Autism Spectrum Disorder and at least 1 year of experience working with children with autism.
- Knowledge of and experience working with children with ADHD, ODD, or anxiety related disorders.
- Reliable transportation
- Proof of Criminal History Clearance OR Able to pass NJ Criminal History Review
- Strong oral and written communication skills
- Reliable and prompt with a keen sense of time
- Able to accept constructive feedback / coaching
- Able to collaborate with others and work well in a team
- Always maintain professional conduct and personal appearance
- Ability to build a rapport with clients, families, coworkers, and school professionals

Terms of Employment

An “Employee Agreement” or “Independent Contractor Agreement” will be provided and is considered a contract or agreement on the terms of employment. Each employee’s agreement specifies position, pay, at-will employment status, additional terms of employment, and a non-compete agreement.

In addition, the following protocols will require documentation of adherence:

- Drug Free Work Place Policy
- Absence / Tardiness Policy
- Confidentiality / HIPPA Policy
- Professional Conduct Policy
- Safety / Restraint / Crisis Management Policies

Supervision Policy

All providers of therapy are required to receive supervision and therefore are required to:

1. Consistently attend / participate in supervision meetings and discussions with their supervisor.
2. Respond appropriately to feedback, and maintain and/or improve performance accordingly.
3. Effectively communicate with their supervisor, including relaying important information about a case immediately (no more than 24 hours after occurrence), notifying supervisor of any absences, lateness, or parent cancellations.
4. Ensure that they are obtaining the supervision as required on the cases they work on or for obtaining their own certifications and licenses according to the BACB.

Your Supervisor

Your supervisor has accepted the responsibility of guiding you in the completion of your work and as a result, needs to hear your questions, suggestions, and constructive ideas. Mutual understanding is important to doing the best job possible and cooperative attitudes lead to productive teamwork. If you have questions regarding any aspect of your assignment, job duties, or any policy or practice of Amazing Transformations, please consult your supervisor for a complete explanation. It is imperative that you following clinical recommendations provided both in written formats and verbally by your supervisors. Supervision may be provided directly to you individually face-to-face, via HIPAA compliant Face Time, phone, email, and during group supervisions at our center location if available.

Your supervisor is also your first line of contact regarding questions, policies, and company guidelines. Your supervisor is also there to listen to any concerns you may have. You should always utilize your supervisor as your primary contact for any necessary clarifications.

Staff Meeting / Group Supervision / Trainings

Staff meetings will be held regularly (monthly, weekly, bi-weekly depending on location and need) within regularly scheduled working hours, to discuss clinical concerns, case management and any other staff concerns. All employees are expected to attend all meetings, unless prior arrangements have been made with your supervisor's approval. In that event, you will be required to schedule a time during the week of the meeting to review the details of the meeting with your supervisor.

Maintaining Documentation

- All providers are required to thoroughly generate objective consultation summaries / session notes by describing what occurred during sessions. Session notes must document progress of child toward treatment goals outlined in the child's individual treatment plan and may include recommendations for the parents / caregivers / teaching staff.
- Most times providers will also be required to collect daily data on responses to targets listed in protocols, provide anecdotal data, complete forms indicating strategies used, and graph the data derived into a visual analysis. The supervisor will outline exactly what is needed and provide guidance and training to support the providers' responsibility. Data and notes drive the decision making process and provides a basis for clinical recommendations to be made by the supervisor. Therefore, accurate and consistent data and session notes completed during or immediately following each session is required.

Drug-Free Workplace Policy

As a part of its commitment to safeguard the health of its employees, to provide a safe place for its employees to work and to promote a drug-free community, Amazing Transformations has established this policy on the use or abuse of alcohol and drugs by its employees. This policy is set up pursuant to the Drug-Free Workplace Program under New Jersey State Workers' Compensation Law. Substance abuse, while at work or otherwise, seriously endangers the safety of employees and the clients we serve, as well as the general public, and creates a variety of workplace problems including increased injuries on the job, increased absenteeism, increased health care and benefit costs, increased theft, decreased morale, decreased productivity and a decline in the quality of products and services provided. We have established this policy to detect users and to remove abusers of drugs and alcohol. It is also our policy to prevent the use and/or

presence of these substances in the workplace and to assist employees in overcoming any dependence on drugs and/or alcohol in accordance with the following guidelines.

Introductory Employment Period

New employees will be on probation for 3 months following the date of hire. The new employee will be re-evaluated after 3 months from initial hire date to determine whether or not the employee is eligible to continue employment. In addition to being able to implement services as outlined by BCBA, the employee will be evaluated for the following:

- Commitment to quality
- Professionalism
- Dependability / Reliability
- Contributing Independently
- Patience / interaction with client
- Goal setting
- Attention to detail
- Organization
- Communication with clients, parents, and staff
- Flexibility
- Integrity in the Workplace

Employee Schedules & Therapy Hours

Amazing Transformations only guarantees part-time employment due to the nature of our business. If you are full-time employee, every effort will be made to maintain your full-time status, however this will also depend upon your availability and flexibility. We provide intensive home, school, and center-based therapy. The employee may be required to travel to and from the client's home, school, daycare, and/or center at his or her own expense.

Employees must submit an "Availability Schedule" to Amazing Transformations Personnel Director, or BCBA at the start of employment. The purpose of the "Availability Schedule" is to allow us to know how much our employees are willing and available to work. We will know how many new referrals we can accept and coordinate with our staff availability. If the employee needs to change their "Permanent Availability Schedule", they must do so in writing 30 days before the proposed change. This will allow the employee or Amazing

Transformations to adjust the schedule with the families, replace the therapist, and train a new therapist if needed.

For the most part, employee schedules will be developed by the Personnel Director in order to maximize each therapist's availability. Once assigned to cases, employees can handle their agreed upon times with each client they provide therapy to but the schedule must be submitted to parent and Amazing Transformations in writing within the first week of starting on the case. The submission of the session schedule to the parent and Amazing Transformations is considered a commitment or agreement on the part of the employee to complete all of the hours with at least 90% adherence; therefore making changes to days and times is extremely discouraged. Employees will be responsible for completing all of the sessions and total hours they have agreed to fulfill in their session schedule. Each child must receive all the hours and sessions they are billed for per month for private pay or out-of-pocket, authorized by the insurance, school district, or other agencies to the specific time frame outlined by the funding source. Employee will be responsible for managing schedule with AMAZING TRANSFORMATIONS and parents to fulfill the hours and keep in communication with both at all times.

With the exception of sessions done at the school (via school contracts), if sessions are missed, the employee will reschedule the sessions with the parents and contact their immediate supervisor to inform them of the changes and any other issues. Substitutes are generally not provided due to the need to know the client well in order to provide adequate services. Again, if the employee's schedule needs to change due to unexpected problems, the employee must call their supervisor and contact the parent at least 2 hours before session should begin.

To cancel or change session times due to being late or leaving early, please follow in sequence as outlined below every time.

1. Call the parent, school, or community location at least 2 hour prior to the start time of the session to inform them of the missed session. Must receive verbal or written confirmation from parent or staff member that they are aware you will be absent.
2. Call or email supervisor immediately and inform them of the missed and/or late session.

Attendance and Punctuality

Attendance and punctuality is extremely important in the ABA field. Consistency is imperative to the success of therapy sessions and our clients,

families and school. Excessive call outs or lateness can affect not only the client, but in a school case, it can also affect your position, and the company's contract for the school. Excessive lateness or absenteeism may result in termination.

Sick Time:

- Paid sick time is accrued 1 hour for every 30 hours worked.
- If an employee calls out sick between September 1st and June 20th more than one time per month, a doctor's note MUST be provided in order to utilize paid sick time or PTO and in order to maintain their employment status. Failure to supply management with a doctor's note will result in a negative mark in personnel file AND will negatively impact eligibility for raises and bonuses. Frequent call outs may result in termination.

Vacation, Personal Days, and Use of Paid Time Off (PTO):

- PTO is earned 1 hour for every 30 hours worked for full time staff. PTO can be saved and carried over from year to year.
- Between September 1st and June 20th PTO may only be used during times when school / Little Chats is NOT in session. For example, schools and Little Chats are closed for Labor Day, NJEA Teacher Convention, Thanksgiving 4-day weekend, Winter Break, Martin Luther King weekend, Presidents Day weekend, Spring Break, Memorial Day weekend. If school or Little Chats is open, employees are expected to be at work. All appointments are expected to be made before or after school / Little Chats hours (for example after 3:30pm). Vacations and extended leaves are expected to ONLY be taken during the times school and Little Chats are closed OR during the summer months when we have extra staff support available to cover. There are plenty of opportunities to take vacations or time off when school / Chats is not in session.
 - The only exception to this is that each employee may utilize THREE (3) Personal Days during the school year (Sept. 1 – June 20) without disciplinary action or negative marks in personnel file IF and only IF these days are requested off with three weeks advanced notice and the request is granted.
 - If an employee takes a personal day that is not approved or is in excess of the three (3) allotted days per school year, the employee may not use PTO for that time off. Furthermore, this will be noted in the employee's file and this will negatively impact eligibility for raises and bonuses.

- Keep in mind Paid Time Off is accrued 1 hour for every 30 hours worked. Therefore, you might have personal days available to use, but you will only be paid for this time off if you have accrued enough paid time off (PTO).
- Although 3 personal days are available if needed, they do not have to be used. Those employees who do not use all of their personal days during the school year will be rewarded with better raises and bonuses.
- If you are requesting future day(s) off (personal, vacation, etc), you will need to complete the "Request for Time Off" form and return to Chris Osciak (cosciak@amazingtransformations.org) **a minimum of 3 weeks prior** to the requested day(s).

In the event of an emergency or sickness, please see procedures below. While we do realize absences may occur, we urge you to make every effort to work your regular schedule. In the event, that you need to call out sick, please see procedure below:

HOME CASES: Notify parent, supervisor, and Chris Osciak (call or text cell at 856-745-1625) immediately in the event you need to call out. Notification to the above must be a **minimum of 2 hours prior to start of session**. An effort should be made (based on availability of client and therapist) to make up the session. If a session is able to be made up, you must notify supervisor immediately. This change should only be for the session(s) that are being made up. You also need to complete a "Request for Time Off" form and send to Chris Osciak (cosciak@amazingtransformations.org) within 2 days of the call out.

SCHOOL CASES: Notify supervisor and/or teacher, school office and Chris Osciak (cell number: 856-745-1625) **no later than 6:30 am** the day of the call out. When texting Chris, you need to indicate school, classroom and client you work with and times you are scheduled to work.

Excessive absenteeism can result in disciplinary actions including removal from case and/or school and termination from the company. Also, any regular changes to therapy schedules **MUST** be approved by the supervisor and office **PRIOR to the change**. Changes can affect many people (clients, supervisors), therefore cannot be done automatically, **approval MUST be given before the change**.

Communication

Every employee will need to use email to maintain frequent contact with parents and Amazing Transformations staff and supervisors. You may request an AmazingTransformations.org email account or you can use your personal email address. Through email, you will receive vital information including the scheduling, program updates, supervision feedback, parent concerns...etc. Please check email daily. A computer with email is available at the office if needed. Please be sure to use initials of clients in subject lines as opposed to full names.

All providers are required to communicate effectively and positively with their co-workers, supervisors, and all other stakeholders (e.g., family, caregivers, medical professionals, classroom teachers, and other professionals) involved in the treatment of the child.

Employee Performance Evaluations

Evaluations may be provided after one year of employment and every following June or December per year or at the Supervisor's discretion. Employees may receive self-evaluation forms to complete and will also be rated on the following:

(EXAMPLE employee evaluation rating scale – subject to change)

Rating Scale: 1 = Poor 2 = Fair 3 = Satisfactory 4 = Good 5 = Excellent

Skill or Employee Attribute

Dependability, attendance, & punctuality – finds coverage for sessions when needed, lets scheduler know before schedule goes out when they need time off, calls at least 2 hours before session for illness or major tragedies, time sheets in on time, and reschedules sessions if applicable or possible. Demonstrate Integrity- follow through with commitments to others.

Quality of Clinical Skills – initiates and completes recommended readings and video trainings and completes written response forms (See Appendix F & G), attends monthly clinic meetings, demonstrates 80% proficiency in Session Evaluations (See Appendix D), takes constructive feedback well, responds positively to supervision and training, follow verbal and written instructions, implements recommended program updates, applies the principles of Applied Behavior Analysis, demonstrates a desire to learn, child makes significant progress in increase functional skills, and decreases problem behaviors, can verbally explain and demonstrate, prompt fading, shaping, chaining,

mand, tact, echoic, and intraverbal training, reinforcement, extinction, differential reinforcement, antecedent and consequences modification procedures, accurately define behaviors, accurately identify functions to non-verbal and verbal behaviors, interacts positively with child, maintains integrity of the programs and curriculum, and is easily supervised by taking feedback well.

Initiative Communication/Listening Skills – Asks questions when needed, communicates needs and concern as well as successes in therapy, collaborate well with staff and supervisor on program needs, checks and responds to emails by staff and supervisors, returns and responds to text and phone messages, maintains professional communication with parents and staff, and communicates positively with child.

Organization/Data/Materials Management – collect data as requested and outlined in program and by supervisor, make notes on progress, submit data when requested, complete graphs when requested, materials are organized, correct materials are available, maintain binder organization, follow outlined session schedule, thoroughly read and understand procedures and policies both in clinical and administrative documentation, and child's therapy room (home or office) is clean before leaving.

Flexibility, Problem Solving, Creativity – can manage and maintain quality work in less than ideal situations, willing to change clients and schedule when needed, troubleshoot in both clinical and administrative situations, creatively use the surrounding environment to teach the child, and capitalize on learning opportunities that become present in therapy.

Team Player/Positive Attitude – works well with others, accepts responsibility for own actions, maintains a positive outlook on therapy and the child's potential encourages others and maintains professional conduct in interactions. (See professional and ethical conduct below. Demonstrate Integrity- follow through with commitments to others.

Bonus pay or Pay Raises are not guaranteed but are based on the evaluations submitted and general experience working with employee.

Schedules and Time Sheets

Each employee is required to keep track of their own hours writing in the time sheet when they start and finish each session, the location, and total hours. In addition, signatures and dates in all areas must be completed before submission to the Managing Director every two weeks (every other Friday).

- Paychecks provided via direct deposit. Again, each employee will receive login information that will allow them to log worked hours and see their paystubs and all other pay information.
- Please submit a copy of your non-billable timesheet and the total hours for the pay period specifying how many Billable Hours and Non-billable hours were

AVAILABLE HOURS OR SESSIONS GIVEN TO THE PROVIDER DEPENDS ON THE FOLLOWING:

- Provider's availability and schedule
- Parent's/school/client schedule, preferences and requests
- Parent's/school/client preference or request for a specific provider
- Satisfaction of parent/school/client (stakeholder) of provider's skills, ability, and work ethic
- If a parent/client/school (stakeholder) discontinues services due to poor or subpar performance by employee, Amazing Transformations is not required to replace those hours for the provider with another client or child.

Office Maintenance

Amazing Transformations expects ALL employees to maintain the office in a neat, professional, and acceptable manner. Each employee is expected to maintain his/her own area, and all employees are expected to maintain the common areas.

- All papers, books, and other documents should be filed away neatly and kept out of the common areas, therapy rooms and office areas.
- Any dishes that are used must be washed the same day.
- Trash (kitchen, bathrooms, and offices) must be taken to the dumpster at the end of each day.
- Refrigerator must be cleaned out weekly (at a minimum). Any perishable items left in the refrigerator at the end of the week will be thrown out. Please throw away your own items in order to maintain a clean environment.
- Fixtures, toilets, tables, doorknobs, light switches, etc. should be wiped down weekly at a minimum.
- Paper towels, toilet paper, soap, etc. should be replaced when you see that it is low or empty. Please notify the office manager or a director if you notice necessary materials or products are low in inventory.

Holidays

Amazing Transformations is closed for the following federal holidays; New Year's Day, Martin Luther King Day, Memorial Day, Juneteenth (as of 2023), Independence Day, Labor Day, Thanksgiving Day, Christmas Day. Full time staff are paid for 5 hours for each of these holidays **IF** the holiday falls on a weekday (M-F). These are the only paid holidays. Any other closures are not paid. Keep in mind that payroll direct deposit postings are typically affected by

holidays. The office may be closed during other holidays such as Christmas break, Easter break, NJ teacher convention weekend, etc. Although the office may be closed during these times, in-home cases can still be provided with services.

Compensation and Employee Pay

Billable versus Non-Billable Hours

Supervisions, trainings and administration time/non-billable hours are paid at least minimum wage. These hours should be kept a very minimum and are only provided as authorized.

Administration time or non-billable time is considered time outside what is billable services to that specific child. Each child is provided different billable services according to our contracts with third party payers. You are responsible for knowing and providing only those services to your patients that have been authorized for payment. Administration time or non-billable time includes services that Amazing Transformations cannot get paid for, and is an additional expense to the company.

As a general rule, non-billable hours are not to be used for other than for staff meetings/supervisions where patients are not receiving or accessing our services. All documentation and therapy preparation should take place during billable service time with the patient. Some documentation measures can qualify as assessment service and is billable in many cases. Amazing Transformations has provided several tools to help providers use their time wisely in sessions and be most productive. However, your supervisor may allot you administrative hours at their discretion. Consistent overuse of administrative hours is considered employee misconduct and could lead to termination. Non-billable hours are reviewed each pay period. Non-billable timesheets are required to be completed in full for all administration time completed and are to be submitted to the Managing Director for review every pay period.

Billable or Direct Treatment time is the actual time the patient is receiving authorized services and payment can be received. To reiterate, billable time for each patient varies and is based on the type of third-party payment (insurance plan) as well as your supervisor's clinical recommendations with some restrictions. Your supervisor will outline for you what services are billable and non-billable for each patient you work with. Again, it is your responsibility to keep track of the service hours you provide and how many and what services are authorized for that patient to receive and stay within those provisions. Tracking sheets are available for your use upon request.

Benefits and Paid Time Off

Full time employees (32+ hours per week) are offered health and dental benefits after their 30 - day probationary period. A percentage of premium benefits are paid by Amazing Transformations with the remainder paid by the employee. Health and dental insurance is also available for dependents, however Amazing Transformations does not pay a portion of the premium for dependent coverage. All full-time employees must either accept or decline health insurance coverage in writing.

Beginning 1/1/21: Paid Time Off (PTO) is available to full time employees only and is accrued monthly. Current PTO is earned at the rate of 1 hour for every 30 hours worked and CAN be carried over from year to year.

Sick Time: Sick time is accrued at one hour for every 30 hours worked. It may be used if accrued, but must be notated on the time sheet for that pay period. Record of accrued sick time should be confirmed by Managing Director, as this may not be accurately reflected in pay stubs.

Home Sessions and Parent Interaction

Some clients may require home sessions. In many cases, both the provider and family members can cross professional boundaries. Providers/employees must remain professional by:

- Always greeting the child /client with genuine kindness and enthusiasm.
- Keeping conversations exclusively about the child's progress in sessions.
- NEVER discuss or mention other clients or cases.
- All parents feel that their child is the most important person in the universe. Amazing Transformations staff members must speak and conduct themselves with the same thought in mind.
 - Never indicate that you must change a schedule to accommodate another client. This implies that the other client is more important than the child you are currently servicing.
- Employees should keep conversations and interactions short.
- If needed, refer parent to BCBA for extensive clinical questions to be answered.
- Each employee will not engage in any additional or outside employment such as housecleaning, babysitting, house sitting....etc., with the client, including any immediate family members of the child.

Basic Clinical Suggestions

- YOU the provider: Stay with the child at all times. For some children you may work with, you have to be like glue. Know what they are doing at all times. Keep children safe from harm. Keep the child engaged. Don't let the child have too much down time to engage in mindless sensory stimulation or get bored or they will demonstrate problem behaviors.
- Ask questions if you don't know. If you don't ask questions, it will show in your performance evaluation because supervisors will assume you know what to do.
- Implement the programs, procedures, and recommendations the BCBA Supervisor provides you when they work with you. The BCBA Supervisor assumes that you have implemented the previous recommendations with the child, therefore making new recommendations based on the child response to the previous recommendations.
- As a general rule, keep area cleaner than you found it. Always work with the child in cleaning up the area when the session is done.

Safety Precautions

Reporting workplace injuries and accidents

For every incident or episode a child demonstrates an aggressive or destructive behavior towards providers and someone is harmed or hurt, the provider must complete an incident report and submit it to their direct BCBA Supervisor within 24 hours of incident. Fax: (888) 859-7749, hand delivered, or scanned and emailed. All necessary signatures from parents and providers must be on the incident report before submission.

All accidents should be reported. Even minor accidents, which do not involve serious injury, should be reported. Any accident involving a client **MUST** be reported immediately to your supervisor. Only through a full knowledge of such incidents can Amazing Transformations become a safer, healthier place to work for everyone. Please be sure to report any unsafe conditions, defective equipment, or other hazards to your supervisor. Each employee is expected to assist Amazing Transformations in maintaining safe working conditions. Safety is a state of mind, and requires constant vigilance and common sense. Safety is everyone's responsibility.

Reporting and documentation of suspected abuse, neglect, or exploitation

In the case of suspected abuse, neglect, or exploitation of a child or vulnerable adult, staff members of Amazing Transformations are mandated to report these concerns to their supervisor. An internal investigation will be conducted if such report takes place within the agency. Then, the proper law enforcement agency and/or the appropriate protective services may also need to be contacted.

“Abused child” means a child under the age of 18 whose parent, guardian, or other person having his custody and control:

Inflicts or allows to be inflicted upon such child physical injury by other than accidental means which causes or creates a substantial risk of death, or serious or protracted disfigurement, or protracted impairment of physical or emotional health or protracted loss or impairment of the function of any bodily organ;

Creates or allows to be created a substantial or ongoing risk of physical injury to such child by other than accidental means which would be likely to cause death or serious or protracted disfigurement, or protracted loss or impairment of the function of any bodily organ;

Commits or allows to be committed an act of sexual abuse against the child.

A child whose physical, mental, or emotional condition has been impaired or is in imminent danger of becoming impaired as the result of the failure of his parent or guardian, or such other person having his custody and control, to exercise a minimum degree of care (1) in supplying the child with adequate food, clothing, shelter, education, medical or surgical care though financially able to do so or though offered financial or other reasonable means to do so, or (2) in providing the child with proper supervision or guardianship, by unreasonably inflicting or allowing to be inflicted harm, or substantial risk thereof, including the infliction of excessive corporal punishment or using excessive physical restraint under circumstances which do not indicate that the child’s behavior is harmful to himself, others or property; or by any other act of a similarly serious nature requiring the aid of the court;

A child who has been willfully abandoned by his parent or guardian, or such other person having his custody and control; or

A child who is in an institution (public or private facility in the state which provides children with out of home care, supervision, or maintenance, including a correctional, detention, or treatment facility) and (1) has been so placed inappropriately for a continued period of time with the knowledge that the placement has resulted and may continue to result in harm to the child’s mental or physical well-being or (2) has been willfully isolated from ordinary social contact under circumstances which indicate emotional or social deprivation.

A child shall not be considered abused if the acts or omissions described above occur in a day school.

“**Day school**” means a public or private school which provides general or special educational services to day students in grades kindergarten through 12. Day school does not include a residential facility, whether public or private, which provides care on a 24-hour basis.

“**Child**” means a person under the age of 18.

Amazing Transformations requires staff to report and document, via **incident report**, suspected cases of abuse, neglect or exploitation of a child or vulnerable adult within 24 hours of suspected abuse, neglect or exploitation. You can report to the local Department of Children and Families office at **1-877-NJ ABUSE (652-2873)**

Confidentiality and HIPPA

All employees will comply with the guidelines and policies regarding the HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT or HIPAA. This law protects client/patient information.

- The client (parents of child) has the right to read, copy any information written about them including; data collection, clinical reports, assessment...etc.
- The client has the right to request a change to their information.
- The client has the right to request restrictions on certain uses and disclosures of information.
- The client has the right to receive an accounting on the disclosures (releases) of information.
- The client has the right to adequate notice about the use and disclosure of their information, individual rights to see/get copies/request amendments to records, provider/therapist duties, and how to make a compliant and get information.
- The client has the right to obtain on paper copy of Notice of Privacy Practices.

Confidential Patient/Client/Child Information (PII) includes: Anything that has the patient’s name on it:

- Child’s or parent’s names
- Parent’s signature
- Child’s birthday and/or address

- Child’s clinical or diagnosis information
- Child’s data collection sheets with his/her name or parent’s names

Other Information Related to Confidentiality and HIPPA:

1. Patient Identification Information or (PII) should always remain with you when you do home sessions or travel with you to other sessions.
2. You must take all PII documents with you in a closed, zipped, non-see-through bag to all the sessions you see that day.
3. Don’t leave your bags with PII on it in your car. It must stay with you. You can leave it at your house, but not in the car because someone could steal your car.
4. Do NOT use the child’s/parent’s name around others.
 - No one else should ever know whom you are talking about.
 - Use client initials instead of names when referring to them in front of others.
 - Keep voices down when talking about cases with others in public.
 - Return PII documents to office as soon as possible to prevent others from seeing or it getting lost.
5. Keep all of the child’s documents from the view of others that are not related or work with the child.
6. If your computer screen has the child’s name on it somewhere, please close window when speaking with someone who does not work with the child or is not part of the child’s immediate family.
7. Do not write the name of the child in the subject section of the email.
8. Keep documents about the child in a locked file cabinet at all times.
9. Don’t talk about client information to those not authorized to know about it.
10. Disclosure is made only upon authorization from the client through verbal agreement or a written authorization form.

Violation of HIPPA may result in civil penalties based on the nature and extent of the violation and the nature and extent of the harm resulting from the violation.

Professionalism and Employee Conduct

It is our hope that your employment with Amazing Transformations will be successful; however, work-related problems do develop occasionally. You are expected to follow all of the rules, policies and procedures established by Amazing Transformations, whether or not set forth in this Handbook, and your failure to do so may lead to disciplinary action, up to and including termination. Whenever possible, we attempt to counsel employees regarding these problems. However, if a situation cannot be successfully resolved through counseling,

appropriate disciplinary action will be taken, up to and including termination. Please be reminded that employment with Amazing Transformations is offered “at will”, which means that termination or an end to the employment relationship may occur without reason or notice.

ATTITUDE

- Understand the rights of individuals (e.g., privacy, dignity, independence)
- Demonstrate empathy/respect for family
- Accept responsibility for your actions and follow through
- Be flexible and responsive to needs
- Demonstrate honesty, commitment, and integrity

INTERACTION

- Build rapport and trust with child and family over time. Parents/caregivers should be present in the home for every session.
- Communicate plans and changes to schedule with client and supervising BCBA in a timely manner.
- Use media responsibly – protect privacy and confidentiality. Do not take pictures or videos of clients for the purpose of posting on social media.
- Resolve conflicts quickly and completely.
- Establish appropriate boundaries (e.g., don’t friend your families on Facebook, do not provide babysitting services after sessions for extra money if solicited by parents).

PERFORMANCE

- Review the treatment plan carefully.
- Implement procedures as designed and maintain records.
- Keep materials organized and safe.
- Stay focused on client and work.
- Request information and assistance.
- Acknowledge limitation in skills and knowledge, seeking ongoing professional development.
- If you are unsure about a procedure or what to do in a specific situation, consult with your supervising BCBA.
- Consult summaries must be completed and signed by both you and a parent. Yellow copy is for the parent. White copies should be handed in at least monthly to the office.

PROFESSIONAL BOUNDARIES

- All providers must maintain professional boundaries (e.g., avoid dual relationships, conflicts of interest...etc.). Please refer to the BACB ethical guidelines regarding dual relationships and conflicts of interest at www.BACB.com.

Personal Appearance

Dress Code

If office and/or field staff chooses to wear personal clothing, the following applies:

- Dresses are allowed, but not strapless or spaghetti-strap sundresses.
- Skirts, including blue jean skirts, are permissible. However, extremely short skirts are NOT appropriate. All skirts should be 2 inches above the knee or longer.
- Pants, capris and blue jeans are allowed. Shorts are only permitted when temperatures are above 75 degrees. Shorts may not be permitted in the school setting – check with school district policies regarding shorts.
- ALL clothing must be neat and free of rips, tears, holes, or stains.
- Sleeves on dresses, shirts, or blouses must be a minimum of 2” wide from the collar to the end of the sleeve. Sleeveless clothing that does not fit that requirement is only acceptable with appropriate covering.
- T-shirts are allowed, but may NOT be worn while working at schools or other public institutions. T-shirts must not have any slogans, writing or advertisements OTHER than Amazing Transformations or Autism-related sayings. Undershirts may not be worn as T-shirts.
- Tank tops (including athletic tank tops), spaghetti strap tanks, and sleeveless shirts, blouses, or dresses are not permitted.
- No jogging suits, athletic shorts / pants, or sweat pants permitted
- All footwear should be appropriate. Closed toe and closed back shoes are required for safety purposes. Please remember that running, climbing, crouching etc. may be needed. Flip flops are not permitted. Shoes must be worn at all times (only exception is if home case asks you to remove footwear upon entering the home).

Personal hygiene

Good personal hygiene and a clean appearance are required at all times, and particularly when you are in contact with a patient. Due to the demands of patient care:

- Hair and body should be kept clean and groomed

- Hair Color: No extraordinary colors such as pink, blue, green, purple permitted.
- Jewelry should be conservative (NO facial or visible body piercings)
- Make-up should be appropriate for the professional environment
- Cologne/perfume should only be worn lightly, or not at all
- Nails should be kept trimmed and manicured. Extremely long nails are not permitted as they pose a risk of injury to our clients.
- Tattoos should be covered

Use of Personal Cellular Phones

Amazing Transformations recognizes the convenience and accessibility of cellular phones. However, the use of personal cellular phones for either receiving incoming or making outgoing calls or text messages is prohibited in the workplace and is not allowed during sessions with children, this includes all social media sites including; Facebook, Instagram, Snapchat, etc. Incoming personal calls, text messages, or social media notifications can be very distracting in the workplace, as well as being non-productive, due to the fact that many of our work areas are open and shared by the entire staff. However, important calls to staff and supervisors are allowed during sessions only if necessary and pre-approved. Turn your ringer down and keep face up so you can see who is calling. If an emergency arises, and personal calls must be made or received, Amazing Transformations requires that you notify the parent or caregiver at the location and that these calls be made and received in the least distracting way possible. If you must use your cell phone, you should always do so before or after your session. If an employee continually receives personal calls or makes an excessive number of personal calls on the cellular equipment (this includes text messaging), which distracts focus from their work and responsibilities, the employee will be subject to disciplinary action, up to and including termination. Amazing Transformations will not be liable for damage to or the loss of personal cellular phones or other electronic devices including devices you choose to bring to the workplace.

Prompting and Restraint / Hold / Transport Policy

It is the position of Amazing Transformations that physical restraint of a client is only used as a last resort to ensure the safety of the client and others who may be harmed. Restraint is only used in emergency situations, using extreme caution and only by trained personnel. Restraint is never used as a punishment or to control a client's behavior. Any incidents that arise where physical restraint and other interventions such as holds or escorts are used, staff will follow Amazing

Transformations procedures and reporting mandates. Amazing Transformations focuses on providing function-based behavior interventions in order to increase adaptive behavior and therefore decrease or eliminate the need for emergency restraint.

Only staff members who have received in-depth training / Safety Care Certification are authorized to administer physical restraint as a last case resort. **However, this does not preclude an employee, from using reasonable force to protect clients from assault or imminent, serious physical harm (i.e. attempting to run out of a school building, fighting, self-injury, throwing large/heavy/sharp/dangerous objects, etc.)**

Definition of **Restraint**:

“direct physical contact that prevents or significantly restricts a student’s freedom of movement. Physical restraint does not include: brief physical contact to promote student safety, providing physical guidance or prompting when teaching a skill, redirecting for attention, providing comfort, or a physical escort.”

The definition of physical restraint is made distinct from a **physical escort** which is defined as:

“a temporary touching or holding, without the use of force, of the hand, wrist, arm, shoulder, or back for the purpose of inducing a student who is agitated to walk to a safe location.”

What IS permitted as per Amazing Transformations policy:

- Brief physical contact to promote student safety (such as guiding a student or re-directing a student)
- Providing physical guidance or prompting when teaching a skill
- Redirecting attention (such as to a shoulder, face, or torso)
- Providing comfort
- Physical escort that does not involve force
- Blocking attempts to engage in destructive or aggressive behavior

What is NOT permitted as per Amazing Transformations policy:

- Restraining a client for any behavior other than imminent threat (i.e., screaming, ripping papers, destroying property, non-compliance, spitting,

threatening to act when those actions do not constitute a threat of assault, or imminent, serious, physical harm)

- Floor restraints, including prone restraints, are prohibited
- As a means of discipline or punishment
- When the client cannot be safely restrained because it is medically contraindicated for reasons including, but not limited to, asthma, seizures, a cardiac condition, obesity, bronchitis, communication related disabilities, or risk of vomiting
- As a standard response for any individual client. No written individual behavior plan or treatment plan may include use of physical restraint as a standard response to any behavior. Physical restraint is an emergency procedure of last resort.
- In addition, EVERY effort must be made to utilize reinforcement procedures before a punishment procedure is added to a plan. It is our policy to use punishment procedures only when all other reinforcement procedures have been exhausted with little progress demonstrated.

Disrespectful Conduct and Insubordination

Regardless of the position each person holds at Amazing Transformations, each person has duties to perform and everyone, including your supervisor, must follow directions from someone. Employees must not refuse or fail to follow directives given by their supervisor or a member of management. Insubordination is disrespectful behavior; therefore, failure to follow directives, or failure to complete a task assigned by management is considered to be indicative of insubordination. This is not acceptable conduct and will be construed as insubordination, resulting in disciplinary action up to and including termination. Engaging in any of the following may result in disciplinary action, including termination:

- Unsatisfactory work quality, quantity or attitude (for example, rudeness or lack of cooperation) ability to accept feedback and change when needed, and inappropriate communication with supervisors;
- Excessive absenteeism, tardiness or vacation privileges;
- No call/no show; failure to report to work as scheduled;
- Leaving Amazing Transformations work site premises (client home or office) during scheduled work hours without notifying a supervisor and receiving prior permission to leave;
- Inappropriate appearance, grooming or personal hygiene;
- Failure to follow instructions of any Amazing Transformations or client work rules, procedure(s) or standard of care;
- Improper or unprofessional conduct toward a Amazing Transformations client or supervisor, or your refusal to perform tasks assigned by a supervisor or follow a supervisor's instructions;

- Dishonesty; theft; stealing or removing, without permission, Amazing Transformations property, or the property of another employee or client;
- Using profane, abusive or threatening language against another employee, supervisor, customer, vendor or child;
- Malicious gossip and/or spreading rumors or engaging in behavior designed to create discord and lack of harmony bring down the moral of the staff or customers;
- Discussion of or disclosure of personal compensation or the compensation rates of other employees.
- Unauthorized solicitation of employees during work hours by or on behavior of, any individual, club, social or organization;
- Misusing or destroying Amazing Transformations property, the property of another employee, customer or patient, or disclosing or using confidential or proprietary information to anyone outside the Company;
- Violating Amazing Transformations' conflict of interest rule;
- Personal use of Amazing Transformations' computer, printer, ink, lamination, Velcro, etc. and/or using this computer equipment to access inappropriate material or internet sites;
- Falsifying or altering company records, including your employment application, time sheet / payroll records, and/or patient records;
- Submitting falsified time sheet(s) or altering a time sheet(s);
- Failure to notify Amazing Transformations of disciplinary action or changes to your professional license, including any investigation, suspension or revocation;
- Interfering with the work performance of others;
- Fighting; altercation (both verbal and physical) on Amazing Transformations or client premises;
- Harassing, threatening or intimidating a supervisor, other employees, clients or any other individual;
- Possession, use, or sale of alcoholic beverages or drugs on Amazing Transformations or client or at work site; reporting to work under the influence of alcohol or an illegal substance and/or any violation to Amazing Transformations' drug & alcohol policy; gambling on company or worksite premises;
- Sleeping on the job, taking unauthorized breaks or otherwise leaving the worksite without authorization;
- Bringing or possessing a firearm or other dangerous weapon on Amazing Transformations property, at a worksite or while conducting company business;
- Bring friends, relatives, children.... or any other persons who do not work for Amazing Transformations to work or therapy sessions.
- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety of well-being of the company its employees, client property;

- Any inappropriate physical interaction with client; child or family members, not following safety plan as outlined and signed by staff member;
- Failing to report to the company, within five (5) days, of any convictions under any criminal statute for a violation occurring in the workplace; and/or at home.
- Violations of any other policy or procedure enacted by the company

Personnel Files

Employees may request to review their personnel file. Requests must be made in writing. Any review of documents will be done in the presence of management or HR.

Any complaint form filled out by another co-worker is to be kept confidential and not shared directly with the employee. This is essential in order to maintain the confidentiality of the employee making the complaint. If the complaint contains content of concern, said content may be included in a formal write up and can therefore be reviewed within that formal write up, which is shared with the employee and placed in employee file.

Keys / Security

Employees who need keys to the office locations, locked cabinets, or other secured storage will be issued keys by a supervisor. Keys must be safeguarded. If employment is terminated, either voluntarily or involuntarily, Amazing Transformations requires all keys be returned prior to the issuance of the last paycheck. Amazing Transformations prohibits making duplicate sets of keys or letting someone outside the office borrow a key for any reason. In the event you lose a key, immediately notify your supervisor. If the loss of a key results in the necessity to re-key the office, the employee may be required to pay that cost.

Disaster Plan

When calling 911, report the incident and give your name and the name of our company and the address and phone number in which you are currently located as well as the address of our the Amazing Transformations center/office location you are nearest to. You may also want to provide our main office headquarters phone number: (888) 859-7749

- In the event of a disaster or emergency staff of Amazing Transformations will make sure all staff and clients are escorted out of the building/home or to a designated safe area in the safest way possible.

- Evacuation procedures will be discussed at public meetings and supervisions.
- For individuals whom are visually impaired explain the nature of the emergency. Offer to guide them to safety. As you walk, explain your destination, where you are, any obstacles, which way you are going to turn, the number of steps, etc. Upon reaching safety, orient the individual to their surroundings. Ask if further assistance is needed.
- For individuals whom have a hearing impairment gain their attention by turning lights on and off, tap on shoulder, wave your hands, etc. Indicate through gestures, or in writing what is happening and what to do.
- For individuals whom are mobility impaired ask them instructions on how to be helped to safety (i.e. transferring them from the wheelchair to be carried if necessary).
- Escort children to nearest exit during an evacuation. Make sure children our away from harm and each provider is responsible to the evaluation of the child they are working with during the session. Office staff and other providers/stakeholders on the premises are responsible for all other children or individuals (not receiving therapy at the time such has siblings or parents of children receiving therapy).

Type of Emergency	First Response	Next Response
Active shooter	Call 911. Secure the immediate area; close doors, cover windows where possible, silence cell phones, and take cover behind protective structures	If possible without being seen by the assailant, place signs to responders in building windows, notifying them of your presence. If there is a safe route for escape, leave the area.
Bomb threat	Get as much information as possible-location of device, when will it go off, what it looks like, why was it place, etc. Call 911.	Report all information to your supervisor. Move to safety and await instructions from supervisor or police.
Earthquake	Protect yourself by getting underneath a sturdy table or desk. Stay inside until shaking has stopped.	Survey resulting damage, take action to safely leave the building and assist others. Call 911 in emergency assistance is needed.
Evacuation of building	Notify all in the building to evacuate using the nearest exit.	Check all areas of the building. Call 911 if emergency assistance is needed. Go to the designated assembly area and account for co- workers. Report any absences and where their department is located.
Explosion	Call 911 and initiate evacuation of the building.	Report to responders if any injured remain in the building.
Fire	Call 911. Evacuate the building. Do not open door if hot or if smoke is present.	Contain fire by closing doors. Move persons with limited mobility to safe area. Use fire extinguisher if deemed effective.
Flood	Call facilities management. Do not walk into standing water!	Report all information to your supervisor. Move to safety and await instructions from supervisor or police.
Hazardous materials spill	Move away from the spill and block access to it.	Call facilities management to clean up the spill. Call 911 if emergency service is required due to contamination.

Hostage	Call 911. Clear the area to avoid others becoming hostage; move to a safe area (behind a door or a solid wall).	Report all pertinent information to responders (police or others).
Medical emergency	Call 911. Give the location of the emergency; follow directions from the 911 operator.	Stay with the victim until help arrives.
Power outage	Call facilities management and ask if there is any information about the cause or duration of the outage.	If the power is off for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures immediately. Check all areas of the building for patrons who need help; take flashlights to assist people to leave if the building is dark. Once the building is closed, lock the front doors. Supervisor reports immediately to building management. Stay nearby to await restoration of power or until notified by management that the building will remain closed.
Severe weather	During heavy rains, check flood/leak- prone areas in the building for water.	Contact a building manager to find out whether to close the building based on existing circumstances.
Tornado	Watch: monitor weather reporting stations online. Warning: announce that the warning is posted and instruct everyone to move away from windows.	If a tornado warning is used for the city, ask patrons to move away from windows and exterior doors, and move as low in the building as possible.

When meeting as a group, mention evacuation routes and point out the exit signs in the room demonstrating the exits.

Quality Improvement Plan

The following Quality Improvement Plan serves as the foundation of the commitment of Amazing Transformations to continuously improve the quality of the treatment and services it provides.

Quality. Quality services are services that are provided in a safe, effective, recipient- centered, timely, equitable, and recovery-oriented fashion.

Amazing Transformations is committed to the ongoing improvement of the quality of care its consumers receive, as evidenced by the outcomes of that care. The organization continuously strives to ensure that:

- The treatment provided incorporates evidence based, effective practices;
- The treatment and services are appropriate to each consumer's needs, and available when needed;
- Risk to consumers, providers and others is minimized, and errors in the delivery of services are prevented;
- Consumers' individual needs and expectations are respected; consumers – or those whom they designate – have the opportunity to participate in decisions regarding their treatment; and services are provided with sensitivity and caring;
- Procedures, treatments and services are provided in a timely and efficient manner, with appropriate coordination and continuity across all phases of care and all providers of care.

Quality Improvement Principles. Quality improvement is a systematic approach to assessing services and improving them on a priority basis. The (Facility's Name) approach to quality improvement is based on the following principles:

- Customer Focus. High quality organizations focus on their internal and external customers and on meeting or exceeding needs and expectations.
 - Recovery-oriented. Services are characterized by a commitment to promoting and preserving wellness and to expanding choice. This approach promotes maximum flexibility and choice to meet individually defined goals and to permit person-centered services.
 - Employee Empowerment. Effective programs involve people at all levels of the organization in improving quality.
 - Leadership Involvement. Strong leadership, direction and support of quality improvement activities by the governing body and CEO are key to performance improvement. This involvement of organizational leadership assures that quality improvement initiatives are consistent with provider mission and/or strategic plan.
 - Data Informed Practice. Successful QI processes create feedback loops, using data to inform practice and measure results. Fact-based decisions are likely to be correct decisions.

- **Prevention Over Correction.** Continuous Quality Improvement entities seek to design good processes to achieve excellent outcomes rather than fix processes after the fact.
- **Continuous Improvement.** Processes must be continually reviewed and improved. Small incremental changes do make an impact, and providers can almost always find an opportunity to make things better.

Continuous Quality Improvement Activities. Quality improvement activities emerge from a systematic and organized framework for improvement. This framework, adopted by the hospital leadership, is understood, accepted and utilized throughout the organization, as a result of continuous education and involvement of staff at all levels in performance improvement. Quality Improvement involves two primary activities:

- **Measuring and assessing the performance of Amazing Transformations services** through the collection and analysis of data.
- **Conducting quality improvement initiatives and taking action** where indicated, including the design of new services, and/or improvement of existing services.

Non-Discrimination Policy

AMAZING TRANSFORMATIONS services children and families without discrimination based on race, color, religion, sex, national origin, age, or disability.

I. Therapist Assignment

A. Families the Agency serves are encouraged to contact AMAZING TRANSFORMATIONS via phone, fax, mail or email at any time with any concerns as well as with positive feedback about its providers.

B. If a parent has a concern or complaint about a provider, the Agency will endeavor to remedy the situation. If the problem continues without amelioration, and a parent/caregiver is still dissatisfied with the therapist the Agency has assigned to them, s/he may request a change in provider. This can be done by contacting the Agency.

1. The parent should give the reason for his/her dissatisfaction.
2. After a review of the parent's concern, a new provider may be assigned based on the availability of alternate providers.

II. Family Involvement

A. AMAZING TRANSFORMATIONS seeks to empower and enable YOU – the parent(s)/guardian(s)-- to facilitate the growth and development of your child. Practitioners are sent to families to educate you and your other caregivers

how to promote this development. Therefore services are provided in your child's natural environment, using the child's toys and surroundings.

B. Depending on the age of the child who is being serviced, s/he will be encouraged to participate in his/her treatment/behavior plan to the extent possible.

III. Safety and Hygiene

A. The parent is responsible to provide a clean and safe environment for the therapist to conduct services. A therapist may never stay in a place or situation which s/he deems unsafe and may not return to the premises unless or until safety provisions are made. A therapist must immediately leave an unsafe place. The determination of what is unsafe is at the therapist's discretion.

B. When there is one or more male adults in the home, AMAZING TRANSFORMATIONS suggests that a female therapist should request that the front door to the home remain ajar for the duration of the therapy session; similarly, AMAZING TRANSFORMATIONS suggests that male therapists work with an open door to the home when there is only a female adult present in the home.

C. A therapist is not obligated to work in a hygienically compromised or unclean environment.

If cleanliness is not maintained to the therapist's satisfaction, s/he may request to be removed from the case and the Agency will respect that request.

Depending on the nature of the situation, the agency reserves the right to discontinue all services if cleanliness is not maintained.

D. A therapist is not obligated to work if the child or another resident of the house has a contagious illness. It is in the therapist's discretion whether to temporarily discontinue services depending on the nature of the illness. The parent is responsible for informing the therapist if there is a contagious illness in the home. Depending on the nature of the illness, the therapist may not be obligated to return to the home until a letter of medical clearance signed by a physician is forwarded to the Agency.

E. As outlined in the state of New Jersey's Administrative code, there are specific infectious diseases that must be reported to local health officials if there is a confirmed or suspected case. AMAZING TRANSFORMATIONS Practitioners and/or Agency administrator must report all communicable diseases in accordance with N.J.A.C. 8:57-1.5,6 to the proper health authorities. (See <http://www.nj.gov/nj/community/health> for list of diseases).

F. A therapist should not service any child when the therapist is harboring a contagious illness.

G. Services may never be provided in therapist's home.

H. A therapist may not transport a client in the therapist's car.

I. A therapist may not be left alone with a client child.

J. When it is time for the practitioner to write the progress note, s/he must hand over the complete responsibility for watching the child to the parent or babysitter, and it is understood that the parent or babysitter will ensure proper

supervision at that point. Practitioner cannot safely watch the child and write the note at the same time.

K. If a parent/caregiver wants a third party to observe and/or record a session by an Agency therapist, this must be pre-approved by the therapist and the Agency office. Please call the Agency if you have any questions about having another person attend a therapy session.

L. AMAZING TRANSFORMATIONS retains the right at all times to have one of its supervisors observe the therapist as a way of ensuring the delivery of quality services.

IV. Policy on Makeup Sessions

A. If a parent cancels a session for any reason, the therapist is not obligated to make up that session. However, the therapist may make up the session if s/he can, subject to the limitations of the insurance company authorizations and limitations.

B. Similarly, if a treatment day falls on a religious or national holiday as enumerated below, the therapist is not required to provide a makeup session.

C. The Agency office may be closed and/or our therapists may elect not to provide services on the following holidays: New Year's Day, Presidents' Day, Purim, Easter, Passover (1st two days and last two days), Memorial Day, Fourth of July, Labor Day, Rosh Hashana, Yom Kippur, Thanksgiving, Christmas. There is no requirement to provide makeup sessions for these holidays. If a therapist observes religious holidays other than those mentioned above, she/he is permitted to take them as excused holidays as well.

D. A therapist may be excused for canceling up to two consecutive weeks of sessions. However, the therapist is required to make up any sessions s/he misses beyond this.

E. If a therapist needs to cancel sessions after two consecutive weeks of missed or cancelled sessions, and cannot find the time to provide makeups, a substitute therapist will be offered to the parent to provide the makeups (see section VII).

F. Makeups can be done before or after the missed session, subject to insurance authorizations.

Questions about specific cases may be addressed by calling the AMAZING TRANSFORMATIONS offices.

G. If a parent repeatedly cancels service sessions, the practitioner has the option of asking to be transferred off the case. Agency will generally honor that request, and depending on the reasons for the multiple cancellations, reserves the right to discontinue servicing the case.

H. Cancellation of a scheduled service session less than 24 hours in advance can be considered a "no show."

V. Policy on No Shows

A. Definitions:

A "no show" means either:

1. that a therapist does not appear at a prearranged time and location for a scheduled therapy session, when no communication about cancellation has taken place prior to the scheduled session. Being more than 15 minutes late for a scheduled session can be called a no show. (“therapist no show”); or
2. that a child is not available to receive therapy at the prearranged time and location for a scheduled therapy session, when no communication about cancellation has taken place prior to the scheduled session (“parent no show”). A child’s being more than 15 minutes late for a scheduled session can be called a no show. Examples of a child ‘not being available’ are:

- he/she is sleeping;
- that he/she is awake but too groggy or sick to receive therapy,
- the child is busy with another activity, such as eating, bathing or another therapy session, and is not ready for therapy by 15 minutes after the scheduled time;
- there is no adult over the age of 18 with the child;
- the parent planed another activity at the time of the therapy session such as a trip to a doctor;
- the child/parent is not home or doesn’t answer the door;
- A parent’s calling a therapist to cancel while he/she is en route to the house.

B. Policy:

AMAZING TRANSFORMATIONS recognizes that on a rare occasion, a parent or therapist may experience an emergency situation that requires missing a session without being able to notify the other party, or may on a rare occasion forget to cancel a session. When a no-show occurs, Agency policy is as follows:

1. Therapist ‘no show’:

In the event a therapist misses a prescheduled session without prior explanation, the parent should call the therapist to clarify the situation. Often, what is perceived as a no-show is in actuality a miscommunication about the agreed-upon schedule. If a therapist no-show happens more than once, the parent should contact AMAZING TRANSFORMATIONS to provide notice of the situation. The Agency will then confer with the therapist, and if necessary, counsel the therapist to be in touch with the parent at all times. If the therapist subsequently

misses another session without prior notice or explanation (for a total of three no-shows),

the parent may request another therapist and the Agency will utilize best efforts to provide a replacement therapist.

2. Parent ‘no show’: If a parent/caregiver misses a prescheduled therapy session without prior notification, the therapist should contact the parent to clarify why s/he missed the session. In addition, the therapist should call the Agency to notify them. Agency will clarify that no miscommunication about the schedule occurred and will establish that the parent/caregiver will be available in the future or will call to cancel at least 24 hours prior to the scheduled session or at least several hours if a sudden situation arises.

Agency policy is that if there is a documented parent no-show two times within any four week period, a therapist may request to be removed from the case and the Agency may respect that request. In addition, if a parent does not show three times over a more extended time period, a therapist may request to be removed from the case and Agency will respect that request. Depending on the frequency of the no shows, the offered explanations, and the parent's response to Agency concerns, AMAZING TRANSFORMATIONS reserves the right to discontinue services with the provision of one week notice so as to provide time to transition to another provider. Family will then be referred to their insurance carrier to seek an alternate agency to provide services for their child. All parents of children receiving therapy must inform the Agency when they move or get a new phone number. Failure to do so may impede the therapist's ability to provide services, and sessions missed as a result will be considered as parent no shows.

VI. Documentation

- A. Each service "session" consists of working with the child, giving follow-through instructions to the parent/guardian/caregiver, and writing the clinical note. The note should be written in the home during the session. The therapist should review the note before s/he leaves. If the therapist sees a child out of the home, individual arrangements may be made to receive the note.
- B. The parent should sign the note if present at the session.
- C. In addition to the clinical note, parent/caregiver must sign a log form, which documents attendance and duration of session, after each session. If the therapist sees a child out of the home, the babysitter or day care personnel should sign the log at the end of every session.

VII. Therapist Substitution

- A. Definition: a "substitution" shall mean the temporary replacement of a therapist with a similarly qualified therapist for a period not to exceed three weeks.
- B. A parent/guardian has the option of requesting that a substitute therapist be placed in the home when the regular therapist is unable to provide services for more than two consecutive weeks or has missed more than two consecutive weeks of sessions and cannot provide makeup sessions.
- C. Where services are/must be missed for longer than three weeks, the Agency may provide a replacement, not a substitute therapist.

VIII. Discontinuation of Services

- A. Parent / Client may elect to discontinue services at any time with written notice.
- B. Amazing Transformations reserves the right to discontinue services if: services are deemed inappropriate or potentially harmful to client, the safety or well-being of therapist is at risk while providing services to client, a hostile working environment is perceived or exists for any

reason (i.e. parent or guardian harasses, intimidates, threatens, or attempts to control the therapist, agency, or provision of services in any way).

- C. In the event that services are discontinued by Amazing Transformations an alternative service provider will be recommended and Amazing Transformations will offer to provide information to the new provider in order to promote a smooth transition. Written consent must be received by the parent or guardian before information is shared with another provider.

VIII. Ensuring Fully Informed Consent

A. Parents/guardians have the right to choose which interventions, if any, they want for their child from those determined by the Team to be appropriate. They are never required to receive services, and if they choose to reject one or more services offered, it is without prejudice to their receipt of other services. If refusal of particular services or interventions may increase risk of harm to child, parent and supervising BCBA should meet to discuss rationale for proposed services. If services are still refused, written documentation of the proposed interventions, rationale, and reason for parent refusal must be completed and submitted to Amazing Transformations immediately.

B. If during the course of treatment, the parent or caregiver decides not to continue any

particular therapy, the parent must alert the Agency in writing. AMAZING TRANSFORMATIONS will then notify the therapist to cease services.

C. If additional assessments are requested subsequent to the development of the Treatment/Behavior plan, the therapist must obtain the parent's consent prior to the assessment.

IX. Ensuring Confidentiality

A. All Amazing Transformations clients and their families have a right to privacy and to have their personal information kept strictly confidential, according to federal and state law and professional ethics. All Amazing Transformations professionals must adhere to privacy laws and must protect client confidentiality unless specific consent is provided from parent, guardian, or self-governing client for a particular reason.

B. Should a parent elect that a child be seen at a babysitter's house or in a daycare, the therapist may not speak to the caretaker about the child's development nor show them the progress note, without written consent of the parent.

C. Similarly, a therapist may not converse with any other third party about the child's development, such as a pediatrician or other doctor, without the parent's written consent.

D. Should the parent wish to give written consent for the therapist to speak to a third party, a legal consent form should be obtained from the therapist or the AMAZING TRANSFORMATIONS offices for the parent to sign.

X. Suspected Child Abuse/Neglect

A. Any therapist, support personnel, or paraprofessional who has reasonable cause to believe that a child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect or exploitation by any adult, is required by State Law to report the concern immediately to the **Division of Youth and Family Services (DYFS) Office of Child Abuse Control 24 hour hotline (English & Spanish) 1-877-NJABUSE**; or to any county DYFS District Office.

B. New Jersey law states that any therapist making a report in good faith of child abuse or neglect shall have immunity from any civil or criminal liability. (N.J. S.A. 9:6-8.13).

Hazardous materials Policy

Chemical spills:

Minor Chemical spill – refer to disaster policy

Major Chemical spill

- Activate nearest fire alarm
- Do not attempt to clean up spill
- Attend to any injured or contaminated persons and remove them from exposure
- Seek medical attention if needed
- Alert people in the facility to evacuate and stay at a safe distance
- Turn off ignition and heat sources and isolate incompatibles or reactive chemical substances, if this can be accomplished safely
- Close doors and windows to affected area
- Post “Do Not Enter” signs or barrier tape at all entrances of affected area
- Provide emergency personnel with as much information about the spill and exposure

Chemical Spill on Body

- Remove all contaminated clothing and rinse the affected area with running water from faucet for at least 15 minutes. If need be, immediately rinse eyeball and inner surface of eyelid with running water from a faucet continuously for 15 minutes
- Review safety data sheets
- Report incident to supervisor

Disclaimer

This Employee Handbook is not a contract of employment nor is it intended to create contractual obligations for the company of any kind.

The policies and procedures outlined in this handbook will be applied at the discretion of Amazing Transformations. Amazing Transformations reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, the company reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice.

Amazing Transformations will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge about company policies, procedures, benefits, and working conditions.