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| <b>SECTION</b>        | <b>ABA</b>                                       |
| <b>Policy Number</b>  | <b>ABA 0010</b>                                  |
| <b>Policy Name</b>    | ABA External Client Attendance and Cancellations |
| <b>Effective Date</b> | <b>1/20/2020</b>                                 |
| <b>Revision Date</b>  | <b>8/23/2021</b>                                 |

## **ABA External Client Attendance and Cancellations**

### **I. Purpose**

1. The ABA department follows the MDS policy CL10003 regarding client attendance. The policy outlined below is to provide additional information regarding specific attendance policies and procedures within the ABA department.

### **Policy Statements and Procedures**

1. It is very important for your child's progress that therapy appointments are seen as a priority. All services are 1:1 and your child's clinician prepares and plans specifically for your child's ABA session and for the Bridge to Home parent/guardian meetings. To ensure that our clinicians can most effectively plan their time and meet the needs of the children they serve, parent/guardians are asked to follow the below policies.
  - a. All cancellations must go through the office. Please call the office number 812-288-4688 and speak to an administrator or leave a message.
  - b. A cancellation is any appointment cancelled at least 24 hours in advance or before 8 a.m. on the day of the appointment.
    - i. For planned absences (vacations, appointments), we request that you notify the office as soon as you are aware of the need to cancel.
    - ii. Sometimes, it is necessary to cancel therapy appointments due to emergency circumstances. If this should happen for a 9:00 a.m. session please notify the office by 8:00 a.m.
    - iii. For all other session start times please notify two hours prior to your scheduled therapy time.
    - iv. If Meaningful Day Services has to cancel an ABA session or a Bridge to Home session, those instances of cancellation will not count against attendance.



1. Please reference ABA Internal Client Cancellation Policy (ABA 0008) for procedures regarding client cancellations by the MDS ABA department.
- c. ABA therapy attendance expectation is to maintain no less than 70% of all therapy sessions. This is consistently monitored and reviewed monthly.
  - i. If 30% of your child's ABA therapy sessions are cancelled you will receive a letter stating your case will be presented at Meaningful Day Services Case Review Committee
    1. The committee will determine next steps.
    2. The director and/or client coordinator will be in communication with the family through each step of this process.
- d. Bridge to Home trainings attendance is to maintain two parent/guardian trainings with your BCBA per month. We review this quarterly.
  - i. After your first visit is cancelled you will be sent a warning letter.
  - ii. If another visit is cancelled within that quarter, you will receive a letter indicating you're your child's ABA therapy sessions are placed on hold until your next scheduled Bridge to Home training.
  - iii. If you have another cancellation in that quarter, your child's ABA services will be suspended again and case presented to the Meaningful Day Services Case Review Committee.
    1. The committee will determine next steps and could result in discharge.
    2. The director or client coordinator will be in communication with the family through each step of this process.
- e. Illness and sleeping: Therapy sessions must be cancelled in the event that your child has excessive drainage (ear, eye, nose), excessive coughing, fever, diarrhea, and/or vomiting.
  - i. Prior to returning to therapy services your child must be fever, diarrhea, and/or vomit free for 24 hours
    1. This section of the policy is subject to change based on local health guidelines.
  - ii. At any time throughout our therapy session that we feel your child is too ill to participate in therapy, is potentially contagious, or is unable to stay awake (after 15 minutes) for treatment, parent/guardians will be notified and will need to pick up their child within 30 minutes of being notified.



- iii. If the client or a family member is ill and you are unable to participate in your Bridge to Home Training, please follow cancellation policy.
  - 1. Each instance of cancellation will follow our Bridge to home attendance policy as outlined above.
- iv. All cancellations must go through the office. Please follow the cancellation policy and call the office and speak to an administrator or leave a message.
- f. A “No-show” is defined as when the parent/guardian do not cancel the appointment within guidelines given above and/or does not show up for scheduled services (ABA sessions and Bridge to Home).
  - i. Following one “no-show” the parent/guardian will be contacted by the Client Coordinator and sent a letter.
  - ii. If there is a second “no-show” the clients’ services will be immediately suspended until the case is reviewed by the Meaningful Day Services Case Review Committee to determine appropriate action.
    - 1. The director and/or client coordinator will be in communication with the family through each step of this process.
- g. Tardiness: For drop-off, tardiness is arriving past 9:07, 12:07, or 3:07. For pick-up, tardiness is arriving past 11:52, 2:52, or 5:52.
  - i. If there are two or more instances of parent/guardians being tardy within an 8-week period, the parent/guardians will be notified and sent a letter and the case will be reviewed by the Meaningful Day Services Case Review Committee to determine appropriate action which could include discharge.
    - 1. The director and/or client coordinator will be in communication with the family through each step of this process.
- h. Excessive tardiness: is defined as dropping off or picking up your child 15 minutes or later. If you arrive 15 minutes late to your scheduled therapy session, your session will be cancelled and a warning letter will be sent.
  - i. After two excessive tardies (dropping off or picking up), services will be suspended for one week.
  - ii. After services resume, if additional tardies or cancellation policy issues occur, the case will be reviewed by Meaningful Day Services Case Review Committee to determine appropriate action.



# Meaningful Day Services

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1. The director and/or client coordinator will be in communication with the family through each step of this process.
2. In the event of a local health emergency, Meaningful Day Services reserves the right to modify this policy based on state and local health guidelines.