

# WELCOME TO JUVO!

## Who We Are

Juvo Autism + Behavioral Health Services, hereinafter referred to as “Juvo”, is a leading provider of behavioral health services for individuals with autism and other special needs, their families, and their surrounding community.

“Juvo” is Latin for help, support, and serve – perfect words to describe who we are and what we do.

Our Mission is to enhance the quality of life of individuals with behavioral health needs and their families.

We are guided by a “people first” mentality. We believe that every person has unique and individual abilities, and we all thrive when we are provided with the right support. Juvo is here to provide you with that support.

We have spent over a decade supporting individuals with autism and other special needs to lead independent lives and achieve their full potential. Every day, our values guide us to provide high quality, evidence-based, individualized support at home, in schools, and in the community. We accomplish this by attracting an exceptional team that is dedicated to delivering skilled, consistent, and compassionate care.

## Values

**People:** We value those around us and put our clients and co-workers first.

**Quality:** We are dedicated to providing consistent, comprehensive, and evidence-based services that enhance the quality of life of those we serve.

**Care:** We have a passion for supporting our clients through understanding, patience, and appreciation.

**Community:** We are committed to building connections with our clients and their families, our co-workers, and our communities.

**Integrity:** We make decisions based on mutual respect, in an honest, ethical, and responsible manner.

**Fun:** We encourage each other and celebrate successes, making sure to have fun along the way.

## Terminology

Please note that throughout this policy the term “parent” includes a parent, guardian, or other legally authorized representative of a Juvo client.

## Scope of Services

### Applied Behavior Analysis (ABA)

Our clinical services are grounded in Applied Behavior Analysis (ABA), a discipline devoted to the understanding and improvement of socially significant human behavior. ABA is a treatment designed to create behavior change and skill development. The specific strategies used in a client’s program will vary based on individual needs and abilities, and may include Discrete Trial Training (DTT), Natural Environment Teaching (NET), and/or Incidental Teaching opportunities.

## Service Delivery Models

Juvo offers two in-home service models: Focused and Comprehensive Treatment, consistent with the 2014 Behavior Analytic Certification Board treatment guidelines, *Applied Behavior Analysis: Treatment of Autism Spectrum Disorder: Practice Guidelines for Healthcare Funders and Managers, Second Edition*.

### Focused ABA Treatment

Focused ABA Treatment is designed to rapidly increase skills in a particular domain area through direct 1:1 teaching and/or parent training. The selection of the clinical focus is based on the clinician's assessment and parent/client identification of needs. Possible areas of foci include: compliance/learning readiness, beginning communication, advanced communication, social skills, reduction of severe problem behavior/replacement skills, promoting independence (self-care/leisure skills/community skills) and parent training.

*Intensity.* Clients are generally recommended for up to 15 hours per week of treatment and learning opportunities will be presented at the rate appropriate to promote skill acquisition.

*Methods and Setting.* Treatment is typically provided in the home or community within the context of naturally occurring routines, depending on the nature of skills to be increased and/or behaviors to be reduced.

*Parent Training.* A high level of parent participation is a mandatory component of this treatment model. Parent training includes training on teaching new skills and managing problem behaviors.

*Duration of Program.* Clients typically receive services for 6-18 months per clinical focus. Treatment is discontinued when the clinical focus is met (e.g., significant progress has been made on all or most goals) or the client/family chooses to discontinue. Sometimes it is appropriate for a client to continue to receive services after a clinical focus is met to focus on a different set of skills (often parent training).

*Age Requirements.* None.

### Comprehensive ABA Treatment

Comprehensive ABA refers to treatment of the multiple affected developmental domains, such as cognitive, communicative, social, emotional, and adaptive functioning. Maladaptive behaviors, such as noncompliance, tantrums, and stereotypy are also addressed in treatment. Generally, comprehensive treatment is synonymous with early intensive behavioral intervention (EIBI) or early intensive behavioral treatment (EIBT) where the overarching goal is to close the gap between a young child's level of functioning with the skills of their same-age peers.

In recognition of the need for different types of comprehensive treatment, Juvo also provides the option of comprehensive treatment for older clients. Clients who are outside of the age range for early intervention and recommended for comprehensive treatment will receive an individualized program developed by a clinician and reviewed by a Regional Director. The guidelines below, including the amount of time in the program, apply to a non-EIBI comprehensive program with the exception of the age and developmentally-specific references (e.g., preschool).

Treatment domains include:

- Adaptive and self-care skills
- Attending and social referencing
- Cognitive functioning
- Community participation
- Coping and tolerance skills

- Emotional development
- Family relationships
- Language and communication
- Play and leisure
- Pre-academic skills
- Reduction of interfering or inappropriate behavior
- Safety skills
- Self-advocacy and independence
- Self-management
- Social relationships
- Vocational skills

*Intensity.* Children are recommended for 25-40 hours of 1:1 treatment per week (plus direct and indirect supervision and parent training) and will receive between 75-150 learning opportunities per hour. Children may begin with fewer hours to help them acclimate them to the program. Children who begin school at age five and who continue in the program through their kindergarten year, will generally receive no more than 15 hours per week of therapy.

*Methods and Setting.* Initially, treatment is typically provided in structured therapy sessions, often with an emphasis on discrete trial teaching. Naturalistic teaching methods are integrated as appropriate. As the child progresses in the program and meets the criteria for participation in small group settings or preschool environments with typically-developing peers, some treatment may be provided in those settings.

*Parent Training.* A high level of parent participation is a mandatory component of this treatment model. Parent training includes training on teaching new skills and managing problem behaviors.

*Duration of Program.* Due to the comprehensive nature of programming in this model, young children who access this type of program generally receive intervention for two to four years, during which time the number of recommended service hours may vary. Children are evaluated for progress every six months, at which time the clinical team may recommend that the child continue in intervention at the current or different rate, move into a focused ABA program, or exit services (either because the clinical goals have been achieved or a different service (such as Special Education Services) has been determined to be a better fit).

*Age Requirements.* Children may enter comprehensive programming between 12-48 months and will be discharged from the program at or before 60 months.

### **Service Model Selection**

The Service Delivery Model will be selected before the conclusion of each client's assessment. This decision will be made by the Clinical Director and the client's parents. The following factors should be considered when selecting the service model: (a) the client's learning profile and assessment results; (b) the client's history with intensive services; (c) the families' priorities and (d) the client's availability for services.

### **Team Member Roles**

In-home programs may consist of a two or three-tiered service delivery model based upon the funding source restrictions. A two-tiered model consists of a Behavior Technician and Clinical Director. A three-tiered model consists of a Behavior Technician, Program Supervisor, and Clinical Director. A Regional Director oversees all of the clinicians in a particular region.

Juvo holds its practitioners to a high level of standards. In addition to meeting a variety of verifications (e.g., criminal background checks, required immunizations, verification of professional license/certification) all employees must meet the following qualifications.

**Behavior Technician:** The Behavior Technician acts as the direct service provider. This includes teaching the skill acquisition programs, implementing the behavior management procedures, and collecting the relevant data as written and instructed by the Program Supervisor and Clinical Director. The Behavior Technician does not have permission to add or change any goals or targets.

Behavior Technicians must be 18 years of age and hold a high school diploma or equivalent. When joining Juvo, Behavior Technicians go through an intensive training program that consists of 40-hours of on-line training in ABA, role play days in the office, and field overlaps. Behavior Technicians are also trained in Safety Care, a crisis prevention program. Before graduating from new-hire training, Behavior Technicians must pass our internal competency assessment. All Behavior Technicians pursue certification as an RBT (Registered Behavior Technician). The RBT is a national credential that is governed by the Behavior Analysis Certification Board (BACB).

**Program Supervisor:** The Program Supervisor is responsible for supporting the implementation of programs to include training the Behavior Technician, supervising the collecting and graphing of data for each program, and conducting parent training. The Program Supervisor works directly under the supervision of the Clinical Director.

Program Supervisors must be 18 years of age and hold a Bachelor's Degree in applied behavior analysis, education, psychology or a related field. In addition, Program Supervisors must have a minimum of two years of related experience providing behavioral services. When joining Juvo, Program Supervisors go through an intensive clinician training program that consists of a combination of instruction, role play days, and field overlaps. Before completing onboarding, Program Supervisors must pass our internal Program Supervisor competency checklist.

**Clinical Director:** The Clinical Director is responsible for overseeing the client's program. The Clinical Director utilizes the data collected by the Behavior Technician to assess the client's progress and adjust programs and procedures accordingly. The Clinical Director is also responsible for making decisions regarding which goals should be targeted and how skills should be taught.

Clinical Directors must be 18 years of age and hold a Master's Degree or Doctorate Degree in applied behavior analysis, education, or psychology. In addition, Clinical Directors must have a minimum of three years of related experience providing behavioral services, of which a minimum of one year was in a supervisory role. Clinical Directors must be a Board Certified Behavior Analyst (BCBA) or Board Certified Behavior Analyst- Doctoral (BCBA-D) with current certification in good standing with the regulatory board. When joining Juvo, Clinical Directors go through an intensive clinician training program that consists of a combination of instruction, role play days, and field overlaps. Before completing onboarding, Clinical Directors must pass our internal Clinical Director competency checklist.

**Regional Director:** The Regional Director is responsible for overseeing the clinical services provided in a particular region. The Regional Director directly supervises all of the clinicians in a particular region. Supervision activities include regular office meetings as well as overlaps in the field. Any concerns or questions that cannot be addressed by the Clinical Director should be brought to the Regional Director.

*In a two-tiered service delivery model, the Clinical Director assumes the activities typically completed by the Program Supervisor.*

## Direct and Indirect Time

Both direct and indirect activities are critical to a client's progress. Program Supervisors and Clinical Directors will divide their time between direct and indirect activities based on the client's current needs. Direct work consists of any face-to-face activities with a client or parents. Examples include, but are not limited to the following: probing skills with a client, training the Behavior Technician during session time, and providing parent training. When Program Supervisors or Clinical Directors are overlapping a client's session they will spend time interacting with the client, Behavior Technician, and parents as well as reviewing the client's data. Indirect work includes any activities that are completed outside of the client's home, without the client or parents present. Examples include, but are not limited to the following: data analysis, program development, material development, report writing, collaboration with other service providers, consultation with supervisors, and reviewing the research on a certain topic.

Both direct and indirect work may be billable, depending on the specific guidelines of the funding source.

## Central Reach

Central Reach is the software platform Juvo uses for our clients' Electronic Health Records (EHR) and practice management. Central Reach is compliant with the Health Insurance Portability and Accountability Act (HIPAA).

Juvo staff use Central Reach to record data throughout each session (see more below). At the end of session, they'll also use Central Reach to complete their session note, obtain the Responsible Adult's signature, and verify their timesheet. Employees may access Central Reach through their tablets, work phones, or work computers. These devices are the property of Juvo. They may not be used by anyone besides the Juvo employee, including the client and the client's family members.

Juvo employees may require the family's wi-fi password to access Central Reach. The password will only be used to access wi-fi during the client's session and will not be shared with anyone else. At times, Juvo may bring a hotspot to the service location. Hotspots are portable devices that can be used to connect to the internet. The hotspot remains property of Juvo and should not be used by anyone else besides Juvo employees.

Parents will also have Central Reach log-ins. Through Central Reach parents can access their child's ABA schedule, view their child's goals, and view their child's progress on his or her goals. Central Reach only allows one parent log-in per child. It is the parents' responsibility to keep their Central Reach log-in confidential. Do not share this information with anyone who you do not wish to have access to personal medical information. Any questions about Central Reach should be directed to your child's clinical team.

## Session Structure

Each client's session schedule will vary based on the client's needs and programs. However, the Behavior Technician will need time at the beginning and end of session for set up and clean up. During approximately the first 10 minutes of each session the Behavior Technician will set up the materials to be used during the session and open the client's data sheet on their tablet. During approximately the last 10 minutes of each session the Behavior Technician will clean up, graph the data that were collected during session, and complete a session note. During both time periods, the Responsible Adult will be responsible for supervising and attending to the client.

## Session Location

Sessions may be conducted in any location that is clinically appropriate, approved by the funding source, and that meets the session environment requirements described below. It is important that a client generalizes the skills learned during session (i.e., demonstrates the skills learned in a variety of settings). Therefore, the clinicians may ask for sessions to be run in various locations throughout the client's home as well as in the community.

## Data Collection

Data collection is a critical component of ABA. Data allow the clinicians to monitor the client's progress and to determine if programming changes are warranted. The Behavior Technician will collect data during the client's session and graph the data at the end of session. The clinicians will review the data on an ongoing basis.

## Program and Goal Selection

Treatment plans are based on ongoing assessment results, response to treatment, parent goals, and input from any other professionals that support the family. However, goals must be approved by the Clinical Director and the funding source prior to implementation. Goals must also be developmentally appropriate and fall under one of the skill area domains authorized by the funding source (e.g., communication, social skills, play & leisure skills, self-help/daily living skills, or behavior reduction). Most funding sources prohibit targeting academic goals. Goal development should be a collaborative process between the clinicians and parents. However, there may be times when the clinical team cannot implement a parent request. Examples of this include but are not limited to the following scenarios: a client is missing the pre-requisite skills necessary to teach a certain skill, the requested skill is not developmentally appropriate, or the client's treatment plan is full and session time does not allow for the addition of other targets.

## Team Meetings

Team meetings are meetings with client's clinicians (Program Supervisor, Clinical Director), Behavior Technician, and parents. Other service providers may be invited to the team meeting by either Juvo or the client's family. If you would like to invite another service provider to the team meeting please notify the clinicians in advance. During team meetings the team reviews the client's progress on each program and discusses any relevant updates, questions, or concerns. Team meetings should be held monthly. They may occur during one of the client's regularly scheduled session times or at another time depending upon the availability of the parents and clinicians.

## Collaboration

In an effort to provide an integrated program, Juvo strongly urges all service providers to coordinate services and to work together with the family as a team. Juvo will exchange information with any of the client's service providers pending written consent by the client's parents. Juvo staff must also follow any funding source restrictions pertaining to coordination of services. Please note that IEP attendance may be restricted by certain funding sources.

## Reinforcement

Reinforcement is a critical component of any program based on the principles of Applied Behavior Analysis. The technical definition of reinforcement is *any stimulus in the environment that increases the likelihood of a behavior occurring again in the future*. Essentially, reinforcement is the key to behavior change. The clinicians working with your child will ensure that a reinforcement system is in place to increase appropriate behaviors. They will also make sure that nothing in the environment is

inadvertently reinforcing inappropriate behaviors. Reinforcers must be individualized for each client. What is reinforcing for one client may not be reinforcing for another client. Identifying reinforcers is an ongoing and collaborative process between the client, clinicians, and parents. Reinforcers often change so the clinical team will be most successful if they have a wide range of potential reinforcers to choose from.

If a client is not reinforced by naturally occurring reinforcers (e.g., social praise, smiles), the clinical team will work on pairing tangible reinforcers (e.g., toys, tokens) with these more natural forms of reinforcement. Over time, the tangible reinforcers may be gradually faded out of a client's program.

### **Materials**

Families will be asked by the clinical team to provide preferred snacks, toys, or other materials that are related to the client's goals or preferences for use during sessions.

Any materials purchased by Juvo will be stored in a labeled bin. These materials are only to be accessed by the Behavior Technician or other Juvo staff during session times. Families should identify a place where the materials bin can be stored out of reach in-between sessions. All materials purchased by Juvo remain the property of Juvo and may be removed at any point throughout a client's treatment.

### **Overlaps**

All newly-hired Juvo Behavior Technicians receive rigorous training in ABA. This training consists of 40 hours of a BACB approved on-line training in behavior analysis, classroom lectures, group discussions, role-play, and in-the-field training. When in the field, new hires will observe client sessions and conduct several programs under the supervision of the client's current Behavior Technician. This allows the newly-hired staff member to practice implementation of behavioral services directly while receiving guidance from an experienced Behavior Technician. Overlaps are a critical component of staff training and help ensure that all Behavior Technicians are well-equipped to provide services to the clients that we serve. Families will be notified in advance if newly-hired staff are scheduled to overlap during their child's session.

### **Responsible Adult**

A Responsible Adult is required to be present during all sessions regardless of location (home, clinic, daycare, community, etc.). The Responsible Adult must be 18 years of age or older and accept responsibility and liability for the client receiving services. Responsible Adults include only parents, guardians, teachers, grandparents, nannies/babysitters, or any other adult to whom you have given authority to care for the health and welfare of your child. The Responsible Adult who is present during session will be responsible for feeding, monitoring health, and safety in the community. Juvo staff will not take responsibility for your child during session either at home or in the community.

If the clinical team and family determine that someone other than the client's legal guardian will be the Responsible Adult during session time, then that individual will be asked to review the parent policies with a member of the client's clinical team. This individual will also be considered when developing parent training goals and may be asked to participate in parent training and meet the same mastery expectations as the legal guardian. Therefore, it is critical that the Responsible Adult understands the services provided and is an active, committed member of the client's treatment team. While Juvo understands that it may not always be possible for a parent to attend every session and therefore may designate another Responsible Adult to participate on their behalf, it is the responsibility of the parent/guardian to obtain the information and feedback from the Responsible Adult they have designated to be responsible for their child during sessions.

## Bathroom Routines

Activities related to toileting may be incorporated into a client's program depending on the age of the client, the scope of his/her program, mastery of prerequisite skills, and the parent's goals. Juvo requires that the Responsible Adult is present and able to actively participate in all toileting activities. Juvo staff may coach the Responsible Adult through these activities and assist with any behavioral challenges. Juvo staff does not directly provide toileting assistance (e.g., wiping or changing diapers). The same guidelines apply to bathing and dressing activities.

## Siblings

Family members, including siblings, will often be incorporated into a client's program. Siblings are welcome to participate in the session as a part of the client's natural environment if their participation is relevant to the intervention targets established in the assessment completed by the Clinical Director. The Responsible Adult must maintain supervision of the sibling(s) during all session times, even when the sibling(s) is/are participating in a program with the client.

## Transportation

Juvo staff will not provide transportation for a client or a client's family members. Juvo staff will not be transported by a client or client's guardians except under the following circumstance: Juvo staff may be transported by a client's guardian if the client engages in challenging behavior while being transported, the family has requested assistance with this behavior, the Clinical Director has deemed this to be an appropriate goal, and Juvo has received prior written approval by both the family and Juvo staff.

## Maintaining a Professional Relationship

Written and verbal communication between Juvo staff and the client or the client's family will be conducted in a respectful and courteous manner. Juvo staff are prohibited from developing personal or additional professional relationships with clients or their families outside of the delivery of the contracted services. Staff members are not allowed to provide childcare, run errands, attend birthday parties, help with meal preparation, provide gifts, or engage in any social contact with a client or the client's family outside of sessions. Juvo staff are also prohibited from discussing other clients with families.

In order to maintain appropriate professional boundaries and to maintain client confidentiality, staff members are not allowed to interact with a client or a client's family members on Facebook or other social media sites.

Families should also avoid providing food, drinks, or gifts of any kind to members of the clinical team. Juvo staff are prohibited from accepting these items per the *BACB Professional and Ethical Compliance code for Behavior Analysts*.

## Legal Proceedings

It is Juvo's policy that its staff will not serve as retained experts or as other form of witness or otherwise participate on your behalf in any lawsuits, legal proceedings, or other legal disputes or matters. Juvo may disclose personal health information to the extent that such use or disclosure is required to comply with warrants, subpoenas, discovery request, or other lawful process issued or authorized by a court or administrative tribunal in accordance with Juvo's Notice of Privacy Policies provided to you. Such uses or disclosures will be limited to information requested or authorized by the relevant court or administrative tribunal.

## Session Environment

Juvo is obliged to provide a safe and harassment free working environment for all staff and clients we serve. This includes the environments where we provide services to the client such as their home. If Juvo staff are subject to unsafe conditions or harassment in a client's home, Juvo may not be able to continue providing services in that environment unless the unsafe conditions are remediated.

## Respectful Interactions

Please interact with all staff members in a professional, respectful, and courteous manner. Unprofessional, condescending, or threatening communication between family members or between family members and Juvo staff will not be tolerated.

## Safety and Sanitary Concerns

Families are expected to maintain a safe and comfortable working environment for their child and Juvo staff. Families may be asked to maintain the home at a reasonable temperature or to clean areas that are deemed unsafe or unsanitary. In addition, the following rules must be adhered to:

- No alcohol or illegal drug use will occur during or immediately prior to the visit.
- No smoking will occur during the visit.
- All controlled substances and paraphernalia will be locked up and kept out of sight during session.
- All persons will be fully clothed during the entire visit. Exceptions will be made for the client if deemed necessary to run a specific program (e.g., dressing).
- Families need to have cleaning supplies available and are responsible for cleaning up any bodily fluids.
- The clinicians may request that animals be secured during the visit.
- All weapons will be identified and secured during the visit.
- All wiring should be safe (i.e., no exposed or live wires).
- Work settings must be kept clean and free of clutter (e.g., a clean place to sit, clear paths from the door to the work room).
- There must be a clean working bathroom available to staff during sessions.
- All concerns regarding contagious illness, infestations (e.g., bed bugs, lice) or violence in the home or community will be disclosed prior to the next visit via telephone.

## Community Safety

Juvo staff may request that parking be available in the immediate vicinity of the client's home. A safety escort may also be requested to accompany Juvo staff between the service location and their vehicle upon arrival and departure from the visit.

## Service Verification

At the end of every session, the Responsible Adult must acknowledge that all direct services provided by the Behavior Technicians, Program Supervisors, and/or Clinical Directors did indeed occur. The Responsible Adult will electronically sign an acknowledgement of the appointment in Central Reach on the employee's tablet or on a paper signature verification form if Central Reach is not available. Please verify that the start and end times are correct. By signing, you are verifying that the services described did in fact take place.

## Parent Participation

Parent participation is a critical element of an effective treatment program. It is the expectation of Juvo that parents are active team members throughout the duration of the program. Specifically, Juvo

requires that parents participate in monthly Team Meetings, parents participate in the minimum percentage of sessions as deemed necessary by the clinical team, and parents demonstrate adequate progress on the family training goals outlined in the client's treatment plan.

The family training goals will be developed at the onset of treatment in collaboration between the parents and Clinical Director. Specific family training goals will vary based on the needs of the clients and parents. Family education typically focuses on teaching the parents how to implement strategies to promote skill acquisition and reduce challenging behaviors during the family's typical routine. Progress on family training goals will be monitored throughout treatment.

Family training will also promote awareness and understanding of the child's diagnosis, aid in the identification of appropriate resources, and empower decision making. Juvo promotes parent-centered care. Clinicians will ensure that parent education and treatment plans are relevant to the needs of the client and parents.

## Medical Necessity

Juvo's services are based on a medical model. The clinical recommendations made by our clinicians must meet criteria of a medical necessity. This means that the clinicians have deemed the number of hours recommended as necessary to significantly diminish the impact of the client's diagnosis, to prevent significant deterioration in an important area of functioning, or to allow the client to progress developmentally.

Client progress depends upon consistent therapy. Juvo strives to provide all the hours deemed medically necessary by our clinicians as this will result in the greatest outcomes for our clients. If you are unable to accept all of the recommended treatment hours a clinical review will be conducted by your child's clinical team. Juvo may not be able to proceed with treatment if the reduction in hours is clinically inappropriate. Juvo also monitors family and staff cancellations (please see below for details).

We understand that treatment requires a significant level of commitment from the families that we work with. We thank you for this commitment and look forward to working with you to ensure that your child receives the treatment as deemed medically necessary.

## Attendance Policy

### Scheduling

Juvo will work with each family to determine the best possible treatment schedule. Behavioral health services such as ours may involve a large number of service hours, which can present a challenge to schedule. We ask families to partner with us on scheduling so that the client's services can be provided with consistency.

Our responsibility is to offer you a full reasonable schedule which means that we will offer you a schedule that fulfills the number of hours recommended by the assessing clinician. The hours will be offered during a time that does not conflict with school or other medically necessary services already scheduled. Sessions may be scheduled during anytime within the scheduling block that you agree to during intake.

Please understand the following considerations regarding scheduling:

- Juvo will offer scheduling options that meet the full number of authorized service hours for the client.
- Juvo cannot guarantee that preferred appointment times can be met for all of the client's authorized hours.
- We cannot change schedules week to week or month to month.

- If your child is no longer available for the scheduling block agreed to during intake we may not be able to continue treatment with your child.

### Cancellation Policy

Juvo staff do their best to avoid cancellations and we ask that our clients do the same. Juvo monitors both staff cancellations and family cancellations.

#### Requests for Appointment Cancellations/Adjustments by Families

Sessions should be cancelled if the client is sick, according to the specifications in the Juvo “Sick Client Policy”. Family-initiated cancellations should be kept to a minimum as they impact the client’s treatment progress. When sessions are cancelled, families and staff members must agree to provide as much advanced notice as possible, preferably more than 48 hours-notice. If a session must be cancelled, **families should contact the Scheduling team by phone at 800-486-3939**. For advance notice schedule changes (i.e., more than 2 business days-notice), families may call the Scheduling team by phone at 800-486-3939 or email them at [scheduling@juvobh.com](mailto:scheduling@juvobh.com).

Rescheduling or any other kind of request for a schedule change should only go to the Juvo Scheduling team. Your clinical team (Behavior Technicians and Clinicians) are not able to handle these requests since they do not have access to the client scheduling system. This system is what allows us to quickly assist you with rescheduling an appointment or provide other alternatives to ensure that we are delivering the maximum amount of care that has been recommended and authorized. **Therefore, please do not relay these requests to your clinical team either in person, or by phone calls, email, or text messages.**

Sometimes, missing an appointment can’t be helped. Most times, with enough notice, we can reschedule the appointment and/or identify another qualified employee as a substitute. As a reminder, Juvo’s services are based on a medical model. The clinical recommendations made by our clinicians must meet criteria of a medical necessity. This means that the clinicians have deemed the number of hours recommended as necessary to significantly diminish the impact of the client’s diagnosis, to prevent significant deterioration in an important area of functioning, or to allow the client to progress developmentally.

If a session is cancelled by a family, we will do our best to schedule a make-up session. Juvo cannot guarantee that make-up sessions will be offered. Make-up sessions may be offered within the week or calendar month of the cancelled sessions depending on the funding source requirements.

Juvo monitors all family cancellations. Family cancellations are a clinical issue and excessive cancellations that negatively impact the client’s progress can result in termination of the treatment program.

**Late Start:** Sessions that begin late due to delays on the part of the family may be extended or rescheduled based on availability. If you must start session late, please give us as much notice as possible and contact the Scheduling team by phone at 800-486-3939.

**No Show:** If a staff member arrives to an empty home, staff will wait for 20 minutes for the client and Responsible Adult to arrive. If after that time the client and Responsible Adult do not arrive, the session will be cancelled. These hours may be rescheduled based on availability.

**Early End:** Families may ask to end session early if the client is sick or falls asleep. This time may be rescheduled based on availability. Juvo requests that sessions do not end early because the client is engaging in challenging behaviors. These situations are often of therapeutic benefit and present an

opportunity to teach the client replacement behaviors. If you must end session early, please give us as much notice as possible and contact the Scheduling team by phone at 800-486-3939.

### **Cancellations by Juvo Staff**

Juvo attempts to minimize all staff-initiated cancellations. We will do our best to alert you in a timely manner regarding staff cancellations. We will send a substitute Behavior Technician or arrange for a make-up session when possible, however, substitutes and make-up sessions are not guaranteed. Juvo closely monitors staff cancellations and will follow-up with the employee following our internal procedures. Any concerns regarding the frequency of Juvo cancellations or timeliness of Juvo staff should be directed to the client's Clinical Director.

Juvo staff reserves the right to end sessions early at any time as deemed necessary (e.g., if a client falls asleep, becomes sick, or if the work environment becomes hostile, unsafe or unsanitary).

### **Vacation Policy**

Juvo understands that vacations are an important part of a family's experience. We request that all vacations be brought to the attention of the Clinical Director at least one month in advance. Due to the need for our staff to maintain consistent schedules, lengthy or multiple family vacations may necessitate changes in your child's treatment team. Continuation of therapy cannot be guaranteed for absences that are longer than two weeks. Families that are gone for longer than two weeks should contact their clinicians upon their return. At that point, Juvo will determine if we are able to resume services based on clinician and Behavior Technician availability.

### **Staffing Requests**

Juvo attempts to ensure an optimal fit between Juvo staff members, the client, and the family. We understand that families may have certain staffing requests. We will do our best to meet these requests, however, this cannot be guaranteed. Staffing change requests may result in a break in therapy or in termination of services. We cannot guarantee staff of a specific gender or who speak a language other than English.

### **Sick Client Policy**

The following policy was developed to protect the health of your child and family, the health of other Juvo clients, and the health of our staff. Because Juvo staff may serve multiple clients over the course of a day, it is important for families using our services to understand the importance of protecting our staff from exposure to infectious diseases or illness. Not only does this protect our staff from developing illness, it protects all clients and families using our services (some of whom may have diminished abilities to fight infection).

Sessions must be cancelled whenever the client exhibits any one of the following symptoms within the previous 24 hours:

- Diarrhea (2 occurrences)
- Vomiting (1 occurrence)
- Any rash other than diaper rash
- Eye infection
- Bad cold with hacking or persistent cough, productive cough with green or yellow phlegm being coughed up
- Nasal discharge that is either green or yellow
- Extreme irritability or exhaustion due to illness
- A temperature of 100° or higher. Client must be fever-free for 24 hours without the use of Tylenol (or other similar medication) before returning to therapy.

If anyone else in the family is experiencing any of these symptoms, they should be kept away from Juvo staff. If anyone in the family is experiencing a highly contagious disease, such as **Strep, Head Lice, Scabies, Impetigo, or Hand-Foot-Mouth Disease**, sessions should be cancelled. In certain situations, sessions will continue to be cancelled until the family can provide written clearance.

We realize that therapy sessions are very important to your child. However, providing therapy sessions to a client who is not feeling well is not therapeutic. **Juvo staff will use their discretion in deciding whether therapy should continue when a client is ill.** Likewise, our staff will cancel a session if they feel that they have the potential to expose others to illness.

## Mandated Reporters

### Who are mandated reporters?

Mandatory reporting is part of a California law that is designed to protect children from suffering harm. California law requires people in positions of authority over children to report known or suspected abuse or neglect. All Juvo employees are mandated reporters per the California Penal Code Section 11165. Juvo employees are also mandated to report abuse of elder adults (65 years and older) and dependent adults (18-64 who are disabled), when these adults are unable to meet their own needs, or are victims of abuse, neglect, or exploitation. Examples of mandated reporters include any child care custodian, health practitioner, employee of a child protective agency, child visitation monitor, firefighter, animal control officer, humane society officer, commercial film and photographic print processor, or clergy member.

Professionals who work with or regularly come into contact with children or others in a protected class, such as adults who have a guardian, have a crucial role in their protection. Mandated reporters are designated as such because they are seen as being in a position to receive information or observe that a child is or may be at risk and to pass this information on to the agencies that can intervene to protect the child.

### When are reports required?

A report must be made any time that a mandated reporter who in his or her professional capacity or within the scope of his or her employment has knowledge of or observes a person under the age of 18 years (or dependent adults age 18-64 who are disabled; or elder adults 65 years and older) whom he or she knows or reasonably suspects has been or is the victim of abuse or neglect.

Reasonable suspicion is the standard mandated reporters must use to decide whether they should make a report to a child protection agency or Adult Protective Services. According to California's Child Abuse and Neglect Reporting Act (CANRA), "reasonable suspicion" means that it is objectively reasonable for a person in a similar position, drawing on the facts of the case and his/her training and experience, to suspect child abuse or neglect. It does not mean the mandated reporter is responsible for confirming his or her suspicions before making a report, only that someone else in his or her position could draw the same conclusion based on the information available.

### What is abuse or neglect?

**Neglect** is the negligent treatment or maltreatment of a child/dependent adult by a person responsible for the child/dependent adult's welfare under circumstances indicating harm or threatened harm to the child/dependent adult's health or welfare. The term includes both acts and omissions on the part of the responsible person.

**Abuse** is a broad term which includes the following: physical injury which is inflicted by other than accidental means on a child/dependent adult by another person, sexual abuse, willful cruelty or

unjustifiable punishment of a child/dependent adult, and unlawful corporal punishment or injury. It also includes neglect of a child/dependent adult or abuse in out of home care.

**Sexual Abuse** includes unwanted sexual contact, sexual assault, or sexual exploitation.

**Willful Cruelty or Unjustifiable Punishment of a Child/Dependent Adult** is when any person willfully causes or permits any child/dependent adult to suffer or inflicts unjustifiable physical pain or mental suffering, or if the person having the care or custody of any child/dependent adult willfully causes or permits the child/dependent adult or their health to be placed in an endangering situation.

**Unlawful Corporal Punishment or Injury**, also called physical abuse, is the willful infliction of cruel or inhuman corporal punishment or injury resulting in a traumatic physical condition. Corporal punishment, or physical discipline, is not in and of itself child/dependent adult abuse, and a non-injurious spanking to the buttocks is not prohibited by law. However, when parents or caretakers use corporal punishment with sufficient force to cause internal or external injuries, this is child/dependent adult abuse. When parents who are out of control use corporal punishment, or when instruments (including closed fists, belts, spoons, and cords) are used to hit children, the chances of causing injury are greatly increased.

### How are reports made?

The reporter must contact a designated agency immediately or as soon as practically possible by telephone. Reports of suspected child/dependent adult abuse or neglect must be made to any police department or sheriff's department (not including a school district police or security department), county probation department (if designated by the county to receive mandated reports), or the county welfare department.

Within 36 hours of receiving the information concerning the incident, the reporter must prepare and send a written report on the Suspected Child Abuse Report Form to the agency to which the report was made. Written reports to Adult Protected Services must be submitted within 24 hours. The reporter must also complete a Juvo incident report and submit it to Juvo's Quality Assurance department.

### Immunity and Confidentiality of Reporter

Persons legally mandated to report suspected child abuse have immunity from criminal or civil liability for reporting as required or authorized by law. The identity of a mandated report is confidential and disclosed only among agencies receiving or investigating reports and other designated agencies.

Reports are confidential and may be disclosed only to specified persons and agencies. Any violation of confidentiality is a misdemeanor punishable by imprisonment, fine, or both.

### Penalty for Failure to Report Abuse

A mandated reporter who fails to make a required report is guilty of a misdemeanor punishable by up to six months in jail, a fine of \$1000, or both.

### Exit Criteria

Juvo carefully considers all variables before deciding to exit clients from services. The following situations may lead to termination of services:

- The client's behavior reduction and skill building objectives have been reached and maintained.
- The client's parents do not participate as expected and outlined in the Assessment or Progress Report, compromising skill generalization.

- The client’s family initiates excessive cancellations that are negatively impacting the client’s progress on his/her treatment plan.
- The client is making limited progress and is not meeting his/her treatment targets.
- The family is not adhering to a procedure or policy outlined in this documentation.

## Photography Policy

### Definitions

The term “photograph” or “photography” includes video or still photography, any other image format, and any other means of recording or reproducing images where the people shown will not be disguised and will be identifiable.

### Purpose

This photography policy is designed to describe the policies and procedures governing photography of Juvo clients while they are receiving treatment, including during therapy sessions.

Photography of Juvo clients has several different purposes. The primary use of these materials is to ensure that your child’s program is being implemented with high levels of fidelity. There are also times when photography may be used by your child’s clinical team to seek guidance from other highly trained clinicians within our agency or from colleagues at the national level. Additionally, photography is a critical part of Juvo staff training. These images illustrate developmental levels and therapeutic techniques and help demonstrate how to work with the broad array of clients that we serve.

These materials may be used as part of:

- Consultation with your child’s Juvo treatment team (client, parents, Behavior Technician, Program Supervisor, Clinical Director, Regional Director)
- Consultation from other Juvo staff
- Consultation from other clinicians/experts in the field who are not employed at Juvo
- Training purposes for Juvo staff
- Community workshops/presentations attended by parents, professionals, board members, funding sources or other community members
- Juvo published documents (book chapters, research articles)
- Juvo website and marketing materials

Your participation is entirely voluntary. You may choose to give consent for certain uses of photography but not for other uses. Your agreement, or choice to grant permission, or not grant permission, will not prejudice your child’s care in any way.

### Policy

Juvo expects all employees, contractors and subcontractors, service providers, clients, parents, and legally authorized representatives of adult clients to comply with applicable laws and Juvo policies and procedures regarding photography of treatment, including therapy sessions.

Parents and legally authorized representatives of Juvo clients may refuse to sign the Photography Consent. Refusal will not affect the client’s ability to obtain treatment, or payment of or eligibility for benefits.

Photography of treatment, including therapy sessions, is permissible only if executed by Juvo personnel, or if prior written approval for parents to photograph has been obtained from Juvo. Requests for approval can be submitted to your child’s Regional Director.

Juvo is the owner of any photographs of Juvo treatment. The people shown in the photographs will not

be disguised and will be identifiable. Parents and legally authorized representatives of Juvo clients may inspect or obtain a copy of the photograph(s) they have authorized to be taken, used, and disclosed.

Parents and legally authorized representatives of Juvo clients, and clients themselves to the extent feasible, should understand that participation in photography is entirely voluntary. Parents and legally authorized representatives of Juvo clients, and clients themselves to the extent feasible, agree to hold Juvo harmless from any and all claims, costs, residuals, royalties, damages, obligations and/or liabilities of any kind or nature whatsoever arising out of, or in connection with, any permission, consent, authorization and/or rights granted with respect to photography as defined in this policy.

Parents and legally authorized representatives of Juvo clients understand that the client and/or parents and legally authorized representatives of Juvo clients will not receive financial compensation for any photograph(s) or have any other rights in the photograph(s) at any time, except the right to receive a copy for personal use upon request.

Parents and legally authorized representatives of Juvo clients may request cessation of photography at any time but with a reasonable amount of time before the photograph/s is/are used. Requests for cessation must be made in writing and submitted to your child's Regional Director or the Juvo Admin Department at the address or email located at the end of this packet.

### **Expiration**

Written authorization will expire when a client who is a minor child turns 18, or after five (5) years if the client is an adult. Upon expiration of the Authorization, Juvo will not permit further release of any photograph(s), but will not be able to call back any photograph(s) already released.

### **Procedures for Filing a Formal Grievances**

Juvo encourages families to communicate openly with their child's treatment team. Should you have any concerns regarding your child's program please contact your Program Supervisor or Clinical Director. If your concerns are unable to be addressed by your Clinical Director, please contact your region's Regional Director.

If resolution is not attained at the treatment team level, the client, client's parent(s) or client's guardian(s) or anyone involved with the client's treatment has the right to file a formal complaint known as a Grievance. Anyone who files a grievance shall not be subjected to retaliation, discrimination, or unreasonable interruption of services.

### **What is a Grievance?**

**"Grievance"** means a matter that has not been resolved to the satisfaction of the client/ families or anyone involved in the client's treatment through the communication described above with the clinical team.

### **Who can File a Grievance?**

A Grievance may be filed by the client, the client's parent(s), or the client's guardian(s) or anyone who is involved in the client's treatment.

### **Reasons for Filing a Grievance**

A Grievance can be filed regarding, but not limited to, the client's care, abuse or neglect, complaints related to not meeting the client's needs based on treatment goals or treatment plans, or any of Juvo's services or administrative departments.

### **How do you file a Grievance?**

A Grievance should be submitted in writing and may be submitted by fax, mail, or email to the contact information located at the end of this packet (Attn: Compliance /Quality Assurance Department).

### **What happens with a Grievance once it is filed?**

The Compliance/Quality Assurance Department will have 10 business days from when it is received to investigate and respond to the grievance. The Compliance/Quality Assurance Department will review the grievance with appropriate staff depending on the nature of the issue and will often seek to interview the individual filing the grievance as well. Upon conclusion of the investigation, the Compliance Officer and/or Quality Assurance Director will develop a report that includes a description of the incident or issue; investigation process that was undertaken; findings; and recommend actions to be taken. Relevant and appropriate Juvo leadership will be provided with the report and will take appropriate action.

If the investigation cannot be completed within the 10 days, the Quality Assurance Director will notify the individual who submitted the grievance that the investigation is continuing, and a written response is forthcoming. All grievances should be reviewed and responded to within 30 days.

Grievances shall be logged, analyzed, and tracked by the Compliance/Quality Assurance Department, and reviewed by the Compliance Committee on a regular basis.

### **How to File an Appeal**

If the client, client's parent(s), or client's guardian(s) are not satisfied with the written response to the investigation of the grievance, they may submit an appeal in writing to Juvo's CEO. The appeal should specify the original grievance as well as any concerns over the findings of the grievance.

The CEO will have an additional 10 days to review the appeal to make the final determination.

### **External Review**

To request an external review of your investigation, please contact your child's health plan. Please contact Juvo's Intake Department for your child's health plan contact information.

### **Behavior Analyst Certification Board Policy**

The BACB requires that all BACB examination candidates, certificants, registrants, approved continuing education (ACE) providers, and approved course sequences (ACS) provide behavior-analytic services in an ethical manner. In situations where behavior-analytic services are not provided in an ethical manner, the BACB has a system for concerned individuals to notify the BACB of the alleged ethical violation(s). More information and procedures can be found on the Professional and Ethics Compliance Code page of the BACB's website at [www.bacb.com/ethics/ethics-code/](http://www.bacb.com/ethics/ethics-code/).

### **Financial Responsibility and Payment Policy**

#### **Financial Responsibility**

Juvo is committed to assisting you in understanding your financial responsibilities related to the prescribed services and maximizing the insurance or government program benefits to which you are entitled. Please review the following Financial Responsibility and Payment Policy, ask any questions you may have, and sign in the space provided. A copy will be furnished to you upon request.

## Insurance

We participate in many insurance plans. If you are not insured by a plan with which we transact, we will require you to complete a signed Private Pay Contract, with payment in full expected upon your receipt of our invoice. If you are insured by a plan with which transact, but you don't have an up-to-date insurance card, payment in full for all services is required until we can verify your coverage. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.

## Proof of Insurance

You must provide us with your insurance information prior to the start of services. If you fail to provide us with the correct insurance information in a timely manner, you will be responsible for the payment for services that have been delivered.

- Prior to initial evaluation / assessment of services, and during the provision of services, Juvo staff will contact your insurance company to verify insurance coverage and benefits eligibility.
- For insurance funded services, Juvo staff will coordinate with your insurance company to obtain authorization for services.
- To protect you from unexpected charges, services will not be rendered until we have received both authorization from your insurance company and your written acceptance of your financial responsibility.
- Please contact us immediately if your insurance plan changes (for example, if you change jobs or your company offers a different health benefit plan).

## Non-covered Services

Please be aware that sometimes services you receive may be non-covered or not considered reasonable or necessary by insurers. In this case it will be your responsibility to pay for these services in full within 30 days of receipt of our invoice. Juvo will use best efforts to identify and advise you of these services prior to rendering care.

## Your Payment Responsibility

All co-payments, deductibles, and outstanding balances must be paid within 30 days of the invoice date. Your responsibility to pay your portion is part of your contract with your insurance company. Juvo is obligated to collect applicable co-payments and deductibles from all clients. Please help us in upholding the law by paying your co-payment in full and on time.

- If you have insurance, you are responsible for your share of the cost for services. This could include co-payments, deductibles, co-insurance and non-covered services. If your cost share has not been collected at the time of service, you will receive an invoice after your insurance has fully processed the claim for services rendered. Invoices must be paid within 30 days of receipt. If, for any reason, you are unable to pay within the stated timeframe, you must notify Juvo in order to avoid any collections activity.
- If you do not have insurance and are not eligible for other program benefits, you are responsible for all charges, at the time service is rendered.
- If your insurance coverage ends and you do not notify Juvo, you will be responsible for all charges incurred.
- Juvo accepts checks, money orders and all major credit cards for payment for services.
- Payments can be mailed to the Billing Department at the Juvo address located at the end of this packet.
- Checks returned for insufficient funds ("NSF") will be assessed a \$35 returned check fee.
- All payments should be made directly to Juvo. Our service providers are not allowed to collect any payments.

## Co-pay Assistance

Co-pay assistance may be available for ABA services through your other insurance coverage or your local Regional Center. Please contact your insurance carrier or local Regional Center to inquire about this coverage. Juvo is unable to initiate this process for you, but we can provide you with some of the documents that the insurance company or Regional Center may require. If coverage is approved, please notify the Juvo Billing Department, and provide Juvo with a copy of the award letter.

## Indirect Services

If the client's treatment program includes authorized indirect care, Juvo will bill your insurance provider for the indirect care. Therefore, the explanation of benefits (EOB) that you receive from your insurance provider may show that they have paid for dates of service where the client did not have any direct interaction with the treatment team. The client or legal guardian is responsible for payment of all direct and indirect care that is not covered by the insurance provider. It is very important that you inform Juvo immediately if the client's benefit is cancelled. If a client's Juvo services are self-funded, then the client or legal guardian is responsible for payment of all direct and indirect care.

If you ever have any questions regarding the explanation of benefits (EOB) that you receive from your insurance carrier or believe that you were improperly charged for services provided, you can always contact our Billing Department for further information and support.

## Contact Information

### **Juvo**

1200 Concord Avenue, Suite 100  
Concord, CA  
94520

info@juvobh.com  
510.550.1981 fax  
925.334.5353 phone

### **Billing Department**

billing@juvobh.com

### **Scheduling Department**

scheduling@juvobh.com  
800.486.3939