



# **Parent Handbook**

for Outpatient  
Services



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## **Services Overview**

No Stone Unturned Therapeutic Learning Center is a specialized pediatric outpatient clinic dedicated to providing high quality therapy services to children from birth to 21 years of age. The therapists and staff at No Stone Unturned TLC are committed to providing comprehensive, family-centered, multi-disciplinary care in an environment where children can achieve their goals and reach their full potential. Our occupational therapists, physical therapists, speech-language pathologists and behavior service providers are proficient in working together as a team to ensure the best possible outcomes for your child.

As a parent, you are an important member of the team by offering input and receiving necessary instructions for follow up at home. It is important for you to be involved with your child's therapy for a successful outcome.

Any family participating in services at No Stone Unturned, TLC are required to read, understand and comply with policies outlined below in this handbook. Families will be given access to the parent handbook at intake and every January while their child continues to participate in services.

The Director of No Stone Unturned, TLC and the Office Manager reserve the right to interpret any particular policy as appropriate under the circumstances of a situation and to revise, modify, rescind, delete or add to the handbook at any time.

**Embrace, Empower, Engage**

# Quick Reference Guide

## Important Contact Information:

- Front office: 785.587.1825
- Clinical Director: Petra Crosby, MOT, OTR/L – [pcrosby@nsutlc.org](mailto:pcrosby@nsutlc.org)
- Office Manager: Lisa Ellis – [lellis@nsutlc.org](mailto:lellis@nsutlc.org)

Therapy	Therapy Staff	Scheduled Appointment
Occupational Therapy		
Physical Therapy		
Speech Therapy		
ABA Therapy		

## No Stone Unturned, TLC will be closed in observation of the following holidays

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Days

If the holiday falls on a Saturday, we will be closed the Friday before. If the holiday falls on a Sunday, we will be closed the following Monday. In addition, No Stone Unturned, TLC reserves the right to close on additional days based on staffing. Notifications will be posted in the clinic and on social media. Please check with the front office for clarification.

## Appointment Arrival

We kindly ask that you please check your child in for their therapy appointment at the front desk **each** day, or **each appointment** if you have a break in between sessions. This will help our staff to insure for timeliness of session initiation. Please notify our receptionist of your arrival and communicate any changes in your contact information, and/or if someone different will be picking your child up from therapy. Co-pays, deductibles and co-insurance payments are due at the time of service unless prior payment arrangements have been made with the Office Manager.

The lobby is intended to be a safe area in which families can wait for their scheduled therapy appointments with access to toys and books. For the safety of your child, please remain in the lobby/waiting area until accompanied by a No Stone Unturned, TLC employee. Please do not leave children under the age of 18 unattended in the waiting area.

## Hours

No Stone Unturned is open from 7:30am – 6:00pm Monday thru Thursday and 7:30am – 2:00pm on Fridays.

## Attendance

Attendance is one of the most important components to your child's success and progress. All clients are expected to attend their scheduled therapy sessions. If you need to reschedule or cancel an appointment, please call our front office at 785-587-1825. If you are calling outside of our business hours, please leave a message with your child's name, the name of the therapy staff with whom your child is scheduled, and the reason for the cancellation.

**Specific information regarding attendance for our outpatient services is as follows:**

### Attendance Policy:

All clients are expected to maintain an 80% attendance rate for all services and are strongly encouraged to reschedule missed or cancelled appointments. Failure to abide by the following policies will result in the client being removed from reoccurring appointments and placed on a call in wait list until recommitment is established.

**Actions that will require discontinuation of reoccurring appointments include:**

- Inability to maintain an 80% attendance rate
- 5 cancellations without attended reschedule within a 60-day period
- 2 “no show” appointments within a 60-day period
- 10 (+) minutes late to an appointment 3 times within a 60-day period

- 5 (+) minutes late being picked up from appointments 3 times within a 60-day period
- Inability to attend scheduled appointments for greater than a 2-week period

In the event that your family will be leaving for vacation or there will be a leave of absence, please notify our front office at least 2 weeks in advance.

### **Attendance for ABA Therapy**

Due to the nature of ABA services, consistent attendance is key to achieving progress through therapy. The policy states that reoccurring scheduled appointments are subject to removal if:

- Inability to maintain an 80% attendance rate of **scheduled hours**
- Failing to attend 3 parent training sessions within a 60 day period without rescheduling
- 5 or more cancellations for any reason in a 60-day period (holidays at our discretion)
- 7(+) minutes late OR pick up 7(+) minutes early for 3 or more appointments in a 30 day period
- 5(+) minutes late being picked up for 3 or more appointments in a 30 day period

In the event that a client is removed from reoccurring appointments for ABA services, they will be allowed a 1-month grace period, after dismissal decision has been made, to secure other services. They then will be placed back on our waitlist and contacted once their preferred appointment times become available again.

### **Tardiness**

If you are more than 10 minutes late to your therapy appointment, your appointment may be cancelled and counted as a missed appointment.

### **Illness**

No Stone Unturned follows the Kansas Classroom Handbook of Communicable Diseases. We understand that colds, coughs, influenza, and other illnesses do occur. If your child is scheduled for an assessment or therapy and has one of the following health problems, please let us know so we can either reschedule or cancel your appointment(s):

- If your child has a fever of 100F or more degrees.
- If your child is acting ill or excessively tired and has a cold with drainage from the nose.
- If your child has been exposed to a contagious or infectious disease (chicken pox, strep throat, pink-eye, etc.)
- If your child has been vomiting, has diarrhea, head lice, or a contagious skin rash.

If your child does not attend school due to illness, they cannot attend therapy services that day. Your child must be symptom-free for 24 hours.

It may be required to present a doctor's note in order to resume services after illness or due to the severity of the illness. Our therapists may use their discretion to determine if it is necessary to cancel or reschedule sessions if it is felt that your child's health will interfere with the ability to provide therapy. We want your child to have the best opportunity to perform well. A sick child may not perform well, and illness may affect the results of any assessment or therapy session.

Also, please apply the same health standards to yourself and your family, as we do not want to expose others to illnesses.

## **Inclement Weather**

If there is a threat of severe weather/storm warning in the immediate area, parents/caregivers **must** remain at NSU throughout their child's appointment time(s) in case of emergency.

If there is a **tornado warning** issued for the immediate area, all sessions will be **discontinued** and any scheduled appointments will be cancelled until the warning has **expired**.

In the case of inclement weather, such as winter weather, which would cause No Stone Unturned to be closed, notifications will be provided through our social media accounts (i.e. Facebook) as well as on local news closure listings. If closure is not indicated on the above-mentioned formats, No Stone Unturned will be open for regular business hours and all appointments will be as regularly scheduled unless the NSU office individually notifies you. If you do not feel safe coming in for your child's scheduled appointment time, please contact the office in order to re-schedule the appointment for a different date or time.

## **Schedule Changes**

If your scheduled appointment time does not work for your schedule, you can request a change of schedule. You must complete a Schedule Change Form located at the front desk, and provide us with your preferred days and times for therapy appointments. Our scheduling specialist will notify you by phone when a preferred appointment time is available. However, if you decline the offered time, you will be placed at the bottom of the waitlist.

Typical wait time for schedule changes, depending on the service, is a minimum of 3 months. Changes will be considered at the beginning of each semester, but our staff attempts to keep schedules as similar as possible. If your child attends multiple services we will try to schedule all disciplines back-to-back and on the same day(s), if possible.

## **Communication**

### **Email/Text Consent**

Email is an especially effective form of communication. However, there are associated risks with unencrypted email. Federal regulation imposes a “duty to warn” and advises that a third party could potentially read clients email communication. No Stone Unturned includes an electronic correspondence consent section in our initial intake paperwork in which you are able to decide and authorize the use of email or other electronic formats of communication with No Stone Unturned. If you provide a cell phone number, you will receive text messages for appointment reminders unless you opt out.

No Stone Unturned asks that you do not contact your therapy staff or office staff via email regarding any scheduling needs or concerns. All schedule changes, cancellations, reschedules, etc. must be done by phone with our front office.

### **Cell Phones**

No Stone Unturned asks that you do not contact your therapy staff on their personal cell phones. If you are running late or need to cancel, please contact our front office at 785-587-1825.

### **Mandated Reporting**

Every staff member at No Stone Unturned is a mandatory reporter and are required by law to report any signs of abuse or neglect.

### **Release of Information**

We understand the importance of coordinating and communicating with other persons involved in your child’s development. We encourage you to provide us with contact information of other professional(s) working with your child. Releases are only valid for one year and must be updated annually. Please see our front office to complete or update release of information forms.

No Stone Unturned may disclose patient healthcare information to facilitate treatment, payment or healthcare operations with other covered entities for the best interest of our patients as stated and covered in the HIPAA Privacy Rule.

### **Parent Satisfaction Survey**

No Stone Unturned conducts parent satisfaction surveys quarterly. Your participation in this survey is optional, but we encourage parents to participate so that we can provide you with the very best service possible. If you have concerns regarding any aspect of your child’s care or experience at No Stone, please communicate your concerns to your child’s therapist(s) or request a private meeting with our Director.

### **Photo or Video Opportunities**

No Stone Unturned TLC and the No Stone Unturned Foundation often utilize photos and videos of our staff, clients and families for marketing and highlighting our services and activities at the center. Use of photographic images, video images, audiotapes, and testimonial statements will only be used with written consent.

The release form for No Stone Unturned's use of photos, videos, audiotapes and testimonials statements are located in the initial intake paperwork as well as upon request. These releases are updated yearly.

## **Payment Information**

### **Insurance**

No Stone Unturned participates in most insurance plans. Please provide your insurance card and photo ID to the front desk when checking in for any initial evaluations. If you have any changes in insurance coverage, it is your responsibility to communicate these changes with our front office staff. Prior to starting at No Stone Unturned, please contact your insurance to verify coverage of the services you are seeking. No Stone Unturned will verify your insurance coverage before your initial evaluation and can inform you of your child's benefits – however, this is not a guarantee of payment. You will be asked to sign an agreement of financial responsibility in case insurance does not cover services or if you fail to meet the insurance requirements. Co-pays, deductibles and coinsurances are due at the time of service unless prior payment arrangements have been made with the Office Manager. A significant outstanding balance may result in suspension of therapy appointments.

Unless other arrangements are established in writing and approved by No Stone Unturned, the balance of the patient's statement is due and payable when the statement is issued and is considered past due if not paid within 30 days of issuance.

If the patient is self-pay, with no valid insurance coverage, a 20% discount will be given to balances paid in full at the time of service only. All other patient balances are expected to be paid in full at the time of service or 30 days upon receipt of patient statement. If full payment cannot be made, a payment plan must be approved by the billing office.

In the case of a divorce or separation, the party responsible for the account balance is the parent authorizing treatment for a child (*the parent who brought child in and consented to services*). If the divorce decree requires the other parent to pay all or part of the treatment costs, it is the authorizing parent's responsibility to collect from the other parent.

## **Clinical Practices**

### **Dismissal**

No Stone Unturned reserves the right to dismiss or discharge clients from therapy for a multitude of reasons, including but not limited to:

- When it has been determined that the client has made enough progress that gains can and should be maintained by parents
- When a client or family are not compliant with recommendations by the therapy staff
- When No Stone Unturned does not have a therapist with an appropriate scope of practice to appropriately serve the child
- Harassing, demeaning or other inappropriate behavior is exhibited towards staff or other clients
- Violations of No Stone Unturned's attendance policies

## **Emergency Procedures**

The staff at No Stone Unturned is trained in handling a variety of emergency situations. This includes training in the basics of first aid and CPR. If an emergency occurs in which your child requires first aid or any other emergency medical treatment, the staff at No Stone Unturned will initiate necessary care unless otherwise indicated in your child's care paperwork. If there is not a caregiver on-site, our staff will make every effort to reach you and/or any emergency contacts listed.

Parents/guardians will be required to complete and sign liability forms prior to the initiation of care at No Stone Unturned, TLC. Parents/guardians will be responsible for any/all expenses incurred in securing emergency treatment provided by No Stone Unturned staff, even if not covered by insurance. The liability forms are also an agreement to waive any claims against No Stone Unturned, TLC, No Stone Unturned Foundation, admin, LLC, and any members, staff or volunteers for injuries or damages that may result from the conduct of other persons, including other patrons present at No Stone Unturned.

If your child has a history of seizures or allergies that require specific medical procedures or care when they occur, please see the No Stone Unturned office to complete paperwork advising the procedures required to care for your child in the unlikely event that one of these instances occur.

## **Medication**

No Stone Unturned staff cannot and does not prescribe or recommend any form of medication. In addition, our staff cannot administer medication to your child while receiving therapy. Parents or caregivers must provide and administer medication per doctor recommendations while at No Stone Unturned.

Emergency use medications can be of exception, with detailed protocol and instructions provided by the prescribing doctor and for use in an emergency only. This may include but is not limited to seizure medications and medications for allergic reactions (i.e. Epi-Pen).

If your child has a history of seizures, please see our front office to complete a Seizure Questionnaire and management protocol form.

If your child has any allergies, please see our front office to complete an Allergy Questionnaire and, if necessary, a management protocol form.

## **College Students/Intern Participation**

No Stone Unturned is a learning facility and we often host students from colleges and clinical fieldwork placements from professional graduate school programs, allowing them the opportunity to observe and participate in therapy sessions for coursework and practicum requirements. If you have concerns regarding a student being present during your child's sessions, please discuss this with your child's therapist.

## **Applied Behavioral Analysis Therapy**

Our ABA program consists of Board-Certified Behavior Analysts (BCBA), Board Certified assistant Behavior Analyst (BCaBA), and Registered Behavior Technicians (RBT). Pediatric ABA therapists work with individuals to improve socially significant behaviors using applied behavior analysis techniques that apply principles of learning theory and evidence-based interventions to improve the lives of individuals and their families, decreasing challenging behaviors that interfere with daily living skills, and increasing more appropriate replacement behaviors. Our ABA team at No Stone Unturned provides behavioral therapy to individuals with a diagnosis of Autism Spectrum Disorder in order to make gains in language skills, play skills, social skills and self-help skills.

Upon evaluation for our ABA program, our BCBA's will complete a full assessment of skills and behavior in order to develop a treatment plan which will target those skills most important to developing meaningful and significant changes in day-to-day life.

ABA services are considered to be more intensive than other therapy services provided at No Stone Unturned. Due to this, our ABA service agreement with families has additional requirements pertaining to attendance and caregiver participation. These additional requirements are necessary to insure the consistency and effectiveness of your child's behavioral therapy at No Stone Unturned. Our program requires each patient attend 80% of the hours that are recommended by the BCBA's. The number of hours recommended will be determined by the BCBA's during the evaluation process and assessed with the No Stone Unturned office to determine availability for scheduling. Regular attendance is key to your child's success in all of our programs.

In addition, No Stone Unturned's ABA program has specific requirements regarding parent/guardian participation and training. Parents/guardians are expected to attend and participate in at least one session each week. Involvement in your child's therapy is important and crucial for carryover outside of the clinic sessions. This allows for better understanding of your child's program, training in implementation in home and to celebrate their success and

progress. BCBA's will require parents to provide timely, current medical updates to ensure treatment fidelity. This includes a current, active list of medications, start dates, and what the medication is treating.

**Due to the nature and intensity of ABA therapy, there are some additional policies and procedures that apply to only those families receiving this specific service.**

## **Dismissal**

In addition to the dismissal reasons listed above, the ABA program requires each client, based on their individual assessment and clinical expertise of the BCBA, attend 80% of their recommended hours. If a client declines a schedule or specific sessions for any reason and this drops their attendance below the 80% rate, No Stone Unturned reserves the right to dismiss them from ABA therapy. This will be determined on a case-by-case basis and will be examined by the BCBA and Clinical Director.

Parents/guardians will be involved in the dismissal process and referred, as necessary, to other resources. When the decision has been made that a client will be dismissed from the ABA program, the BCBA will meet with the family at least one month before the end of services to discuss how services will be reduced over the following weeks. If the family chooses, they can discontinue after that meeting or choose to continue with the reduction plan.

## **Exclusionary Criteria**

No Stone Unturned serves:

- Clients of ages birth through 21 years
- Clients impacted by Autism Spectrum Disorder, developmental disabilities, intellectual disabilities, cognitive impairments or multiple disabilities
- Clients with global delays in functioning as well as those who have specific delays in areas of social skill development, language and adaptive life skills.
- Clients who may not be able to communicate verbally, requiring augmentative and alternative communication devices, communication books, etc.

No Stone Unturned does not serve:

- Clients who lack a clear autism spectrum disorder diagnosis, mental health diagnosis, or lack an intellectual disability (Only applies to ABA therapy)
- Clients whose primary diagnosis is a psychiatric condition such as schizophrenia, conduct disorder, personality disorder, bipolar disorder (without a co-occurring diagnosis of an Autism Spectrum Disorder)
- Clients with extreme behavior that requires more than one staff member to keep the client safe from harm to self or others.
- Clients who have used weapons towards others or have a history of fire-setting
- Clients with sexually deviant or sexually aggressive behavior

## **Incident Reporting**

In the event your child is injured during a session, an incident report and body check form will be completed. A staff member will be in contact with you or your emergency contact. The incident report will be given to the supervisor for signature and kept with your physical file. In case of an emergency No Stone Unturned will follow our Emergency protocol, as needed

## **Dual Relationship/Multiple Relationships**

In accordance to the Behavioral Analytic Ethical Code, Behavior Analysis staff provides behavior analytic services only in the context of a defined, professional or scientific relationship or role. Due to potentially harmful effects of multiple relationships, behavior analysts avoid multiple relationships. Behavior analysts must always be sensitive to the potentially harmful effects of multiple relationships. If behavior analysts find that due to unforeseen factors, a multiple relationship has arisen, they seek to resolve it or if needed, services may be discontinued.

Behavior analysts are unable to accept gifts in any form from client's or client families or give any gifts to clients because this constitutes a multiple relationship. Babysitting or arranging service outside of therapy provided at No Stone Unturned is also considered multiple relationship.

## **Participating in Therapy**

Involvement in your child's therapy is important and required for success of the ABA therapy. By participating and attending parent trainings you will be able to better understand your child's programming, see their progress, and learn skills and techniques to carry over at home. Our program requires parent/guardian participation in at least one session each week.

## **Session Structure**

Sessions will typically have a 5-minute window at the beginning for parents to relay important information about how the child has been since the last session and any other information pertinent to a successful session. At the end of each session, therapist may bring your child out a few minutes before the end for the staff to relay how the session went and any information important to the transition back to parents and carryover of activities and strategies for home. Please know if you pick your child up exactly at the end of session or late, the staff may not be able to accurately relay information, as they will need to proceed to their next session. The time at the beginning and end of each session is built into the scheduled time of the appointment to insure timeliness between sessions.

## **Our Services**

### **Occupational Therapy**

Pediatric Occupational therapists evaluate children's skills for playing, school performance and daily activities. Goals are set for them based on their personal development and goals of the family. Our team at No Stone Unturned helps improve cognitive, physical, sensory and motor skills, enhance children's self-esteem, social abilities and sense of accomplishment.

Our occupational therapy services provide assistance for:

- Fine motor skills
- Self-care
- Social skills
- Range of motion
- Mental health
- Hand-eye coordination
- Sensory processing
- Visual & motor perception

## **Physical Therapy**

Pediatric Physical therapists promote health and wellness for children from infancy through adolescence. Healthier and more active lifestyles encourage children to thrive in their homes and communities. Our team at No Stone Unturned provides treatment plans that promote mobility, pain reduction, functional restoration and disability prevention. Our goal is to maximize potential for functional independence and to promote participation in home, school and community activities.

Our physical therapy services provide assistance for:

- Developmental milestones
- Motor learning
- Orthotics & prosthetics
- Decreased movement and mobility
- Posture & positioning
- Gait abnormalities
- Decreased strength
- Cardiopulmonary endurance
- Decreased range of motion

## **Speech Therapy**

Pediatric speech-language pathologists can help children become better understood, feel more confident in their speaking abilities and assist those who have swallowing and feeding difficulties. Our team at No Stone Unturned provides the tools needed to help children be more successful in their ability to communicate with others, as well as, for families to practice learned communication strategies and skills at home.

Our speech therapy services provide assistance for:

- Speech disorders
  - Articulation, phonological processes, voice, fluency, apraxia, cognition
- Language disorders
  - Receptive language, expressive language, pragmatic language
- Oral motor, feeding and swallowing
  - Dysphagia, oral motor

## **Applied Behavioral Analysis (ABA) Therapy**

Pediatric ABA therapists work with individuals to improve socially significant behaviors using applied behavior analysis techniques. These techniques apply principles of learning theory and evidence-based interventions to improve the lives of individuals and their families, decreasing challenging behaviors that interfere with daily living skills and increasing more appropriate replacement behaviors. Our team at No Stone Unturned provides ABA therapy to individuals with a diagnosis of Autism Spectrum Disorder in order to make gains in language skills, play skills, social skills and self-help skills.

Our ABA therapy services provide assistance for:

- Behaviors
- Self-care
- Visual skills
- Social skills
- Language