

# TRANSCEND ABA PARENT HANDBOOK



## WELCOME AND MISSION STATEMENT

Welcome to Transcend ABA, where every child's growth and potential are at the heart of everything we do. Our clinic provides high-quality, evidence-based Applied Behavior Analysis [ABA] therapy in a warm, supportive, and inclusive environment.

At the core of our philosophy is the belief that every individual has the right to learn, grow, and thrive. Through individualized ABA programs, we focus on teaching meaningful skills, reducing challenging behaviors, and empowering families with the tools they need for long-term success.

Our mission at Transcend ABA is to create positive, lasting change by delivering compassionate, ethical, and effective behavior therapy. We envision a world where every child is celebrated for who they are and supported to reach their fullest

A handwritten signature in black ink that reads 'Joe Garcia'. The signature is written in a cursive, flowing style. It is placed on a light blue rectangular background.

**Joe Garcia, BCBA**

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## Contact Information

We encourage families to reach out to us with any questions, concerns, or updates related to services. Below is our general contact information and guidance on how to reach us during both routine and urgent situations.

### Clinic Contact Details

Transcend ABA

25145 Star Lane, Building #11

Suite #1105

Katy, TX 77494

Phone: (346) 652-5292

Email: [admin@abatranscend.com](mailto:admin@abatranscend.com)

Website: [www.transcendaba.com](http://www.transcendaba.com)

### Mailing Address Details

925 S Mason Rd Suite 514

Katy, TX, 77450

### Emergency Contact Procedures

- For **urgent matters during business hours**, please call the clinic directly. If your assigned BCBA or therapist is unavailable, ask to speak with the Clinical Director or Office Manager.
- For **medical or life-threatening emergencies**, dial **911** immediately. Notify the clinic as soon as it is safe to do so.

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- For **non-emergency issues** outside of business hours, please leave a voicemail or send an email. A staff member will respond during the next business day.

### Business Hours

**Monday- Friday:** 9:00 AM - 7:00 PM

**Saturday & Sunday:** By Appointment

We are here to support your family every step of the way. Please don't hesitate to reach out to us for any assistance or information.

### Clinic Policies:

#### Session Attendance & Cancellations

#### Policy Guidelines:

- **24-hour advance notice** is required for all cancellations, except in the event of an emergency.
- Sessions must begin on time. If the session cannot start due to client tardiness, that time may not be made up.
- After **3 consecutive late cancellations, no-shows, or tardies**, your child's case will be reviewed by the clinical team and is subject to the client being placed on hold, placed on the waitlist or discontinuation of ABA services.

### Important Notices:

- **Three (3) missed sessions without advance notice** [i.e., no-call, no-show) will result in one of the following:
  - **Discontinued services**, or
  - **Placement on the waitlist** until regular attendance can be assured.
 cancellations or tardiness may also lead to:
  - **Reassignment of staff** or therapist (s),
  - **Reduced service hours**, or
  - **Temporary service hold** until a schedule and commitment can be re-established.

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We understand that occasional disruptions are unavoidable. Please communicate as early as possible with your child's BCBA or scheduling coordinator to avoid unnecessary service interruptions.

### **Missed or No-Show Sessions Policy**

Consistent attendance is crucial to the success of your child's ABA therapy. If you are unable to attend a scheduled session, we kindly ask that you notify the clinic as soon as possible-ideally at least two (2) hours in advance.

### **Cancellation Policy**

We kindly request that parents provide at least 24 hour notice if they need to cancel a scheduled session. Failure to provide timely notice will result in a **late cancellation fee of \$25.00**. This policy helps ensure that our therapists are appropriately compensated for their reserved time and availability.

A "**no-show**" is defined as a missed session without prior notice; and will result in a late cancellation fee. Repeated no-shows or frequent cancellations may impact your child's treatment progress and could result in the suspension or termination of services.

We understand that emergencies and unforeseen circumstances occur, and we are happy to work with families on a case-by-case basis. However, please note that **a fee may be applied for missed sessions without proper notice**.

### **Tardiness and Late Pickup**

#### **Pick - Up and Drop-Off Policy**

To ensure the safety and privacy of all clients, we kindly ask that parents and guardians remain outside during pick-up and drop-off times. This procedure is in place to maintain a secure environment and uphold confidentiality in accordance with HIPAA regulations. We appreciate your cooperation in helping us provide a safe and respectful space for everyone.

### **Tardiness and Timely Arrival Client**

#### **Arrival and Lateness Policy**

Clients are expected to arrive no more than five (5) minutes prior to their scheduled therapy session. This policy helps ensure that therapists are not left responsible for supervising more than one child at a time.

If a client arrives more than fifteen [15] minutes late without prior communication, a \$25 late fee will be charged. The session will still proceed for the remaining scheduled time. Additionally, an extra

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\$1 will be charged for every minute beyond the initial fifteen (15] minutes late.

### Timely Pickup Policy

Parents are expected to pick up their child/children promptly at the end of each scheduled session. Failure to do so will result in a late fee of \$1.00 per minute. This policy ensures that our therapists are appropriately compensated for their time and availability beyond the scheduled session.

### Inclement Weather & Unexpected Closures

In the event of inclement weather or other unforeseen circumstances that require the clinic to close, families will be notified **via email as soon as possible**, and whenever feasible, **at least 24 hours in advance**. Our top priority is ensuring the safety of our clients and staff while providing timely communication regarding any schedule changes.

### Illness Policy

To maintain a safe and healthy environment for all clients and staff, we ask that you keep your child home if they-or anyone in the household-are experiencing symptoms of illness. If your child exhibits any of the following symptoms during a session, you will be contacted and asked to pick them up promptly:

- Fever
- Persistent coughing or sneezing
- Vomiting
- Diarrhea
- Runny nose

Children must be symptom-free for at least **24 hours without the use of medication** before returning to therapy. We appreciate your cooperation in helping us prevent the spread of illness and ensure the well-being of everyone in our clinic.

### Vacation Policy

Families are encouraged to plan vacations thoughtfully, as consistent therapy is essential to your child's progress. To help us maintain effective staffing and scheduling, A **minimum of 2 weeks' notice** is required for all planned vacations.

A **1-month notice is preferred** for vacations lasting more than one week. Advance notice helps us ensure proper scheduling and avoid unnecessary service disruptions.

### Important Note:

- **Vacations exceeding one (1) month** may result in: A **reduction in scheduled therapy hours, or**

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- **Loss of your current therapist's availability**, due to ongoing staffing and caseload management needs.

We will make every effort to resume services as seamlessly as possible upon your return, but continuity cannot be guaranteed without proper notice.

### **In-Home Guardian Presence Requirement**

To ensure the safety of your child, our staff, and to maintain the integrity of service a parent or legal guardian **must always be present in the home (at all times)** during ABA sessions conducted in the home setting.

A responsible adult [parent or legal guardian over the age of 18) must remain on the premises for the **entire duration** of each in-home ABA session. The adult must be **readily available** to assist in emergencies, provide support if needed, and participate in occasional parent training opportunities as scheduled. If no adult is present at the start of the session, the session will be canceled and be considered a **late cancellation** according to our attendance policy. Repeated violations of this policy may result in a review of service delivery options and could affect ongoing eligibility for in-home sessions. Any exceptions to this policy must be discussed in advance with the supervising BCBA and approved in writing.

We value parent and caregiver collaboration and view your presence as an essential part of the treatment process. Thank you for helping us create a safe and effective environment for your child's success.

### **Client Rights & Responsibilities**

At Transcend ABA, we are committed to providing high-quality, ethical, and respectful care to all our clients and their families. To ensure a collaborative and supportive environment, we ask that all clients and their families understand and adhere to the following rights and responsibilities:

#### **1. Confidentiality & HIPAA Compliance**

Clients have the right to privacy and confidentiality in accordance with the Health Insurance Portability and Accountability Act (HIPAA). All personal, medical, and behavioral information shared with the clinic will be kept confidential and only disclosed with proper authorization or as required by law.

#### **2. Parent Involvement & Participation Expectations**

We believe that parent involvement is essential to the success of ABA therapy. Parents/guardians are expected to:

- Actively participate in scheduled parent training sessions and meetings.
- Follow through with behavior strategies and recommendations in the home environment.
- Maintain open communication with clinical staff regarding the child's progress and any concerns.

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## 3. Respectful Behavior Policy

We are dedicated to maintaining a safe and respectful environment for all.

- **For Parents/Guardians:** We ask that you treat all staff and other clients with courtesy and respect. Aggressive, threatening, or inappropriate behavior will not be tolerated.
- **For Staff:** Our team is expected to treat clients and families with professionalism, compassion, and respect always.

By working together and upholding these standards, we can ensure a positive and effective experience for all members of our clinic community.

## Therapy & Program Information

At Transcend ABA, we provide evidence-based Applied Behavior Analysis (ABA) services to support children in developing meaningful skills and reducing challenging behaviors. Below is an overview of our therapeutic approach and how our programs are designed and delivered.

### 1. Overview of ABA Therapy

ABA therapy is a scientifically validated approach that focuses on improving socially significant behaviors such as communication, social skills, daily living activities, and adaptive functioning. Therapy sessions are individualized to each client's needs and typically include structured teaching, natural environment learning, and positive reinforcement techniques.

### 2. Assessments & Progress Reports

Each client begins services with a comprehensive assessment, which may include tools such as the VB-MAPP, ABLIS-R, or other standardized evaluations. These assessments help identify the child's current skill level and areas of need.

Progress is continually monitored, and formal progress reports are provided to families on a regular basis (e.g., every 6 months or as required), summarizing achievements and outlining future goals.

### 3. Treatment Plan Development & Updates

Based on assessment results and parent input, an individualized treatment plan is created by a Board Certified Behavior Analyst (BCBA). This plan outlines specific goals, teaching strategies, and data collection methods. Treatment plans are reviewed and updated regularly to reflect the client's progress and evolving needs.

## Supervision & Clinical Team Structure

ABA therapy is delivered by a trained team consisting of:

- **Registered Behavior Technicians (RBTs):** RBTs implement the treatment plan during direct therapy sessions under the close supervision of a BCBA.

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- **Board Certified Behavior Analysts [BCBAs]:** BCBAs are responsible for developing and overseeing each treatment plan. They conduct regular observations, supervise RBTs, analyze data, and meet with families to discuss progress and goals.

Our team works collaboratively with families to ensure each child's treatment is individualized, effective, and meaningful. We are committed to transparency, clinical excellence, and family involvement every step of the way.

### Communication

At Transcend, we value open, consistent, and collaborative communication with families. We believe that strong communication supports better outcomes for our clients and helps build trust between families and our clinical team.

#### 1. How to Communicate with the Team

We encourage ongoing communication between parents/guardians and the clinical team. You can reach us in the following ways:

- **Email:** For non-urgent questions, updates, or to schedule meetings.
- **Meetings:** Regularly scheduled meetings can be arranged to review progress, address concerns, and adjust goals as needed.

We ask that all communication be respectful and professional. Our team will do their best to respond to emails or messages within 24-48 business hours.

#### 2. Updates & Progress Reports

Formal progress reports are provided on a regular basis, typically every 6 months, or as required by your funding source. These reports will include:

- An overview of progress made toward current goals.
- Data summaries and clinical observations.
- Recommendations for continued support.
- Parents may also receive informal updates during drop-off or pick-up, or via email when appropriate.

#### 3. Parent Training & Collaboration Expectations

Parent involvement is essential to your child's success in ABA therapy. To ensure continuity of care:

- Parents/guardians are expected to participate in regularly scheduled parent training sessions, led by



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the supervising BCBA.

- These sessions focus on teaching behavior strategies, reviewing progress, and addressing any questions or concerns.
- Collaboration and follow-through at home help reinforce the skills being taught during therapy.

Our goal is to create a strong partnership with each family, where open communication and teamwork lead to meaningful outcomes for every child.

### **Billing & Insurance**

At Transcend ABA, we aim to make the billing process as clear and transparent as possible. Below you'll find important information about insurance, payments, and our clinic's financial policies.

#### **Accepted Insurance Providers**

We accept a variety of insurance plans for ABA therapy services. Our current list of accepted providers includes [but is not limited to): Aetna, Anthem, BCBS, Cigna, Magellan, Optum, United Behavioral Health, UMR.

Please note that insurance coverage may vary depending on your plan. We recommend contacting your provider directly or working with our administrative staff to confirm eligibility and benefits prior to starting services.

#### **Co-Pays and Payment Procedures**

- Co-pays, co-insurance, or deductibles [as outlined by your insurance plan) are the responsibility of the client's family.
- Payment is due at the time of service or as otherwise arranged with our billing department.
- Statements and invoices will be provided on a regular basis for your records.
- We accept [list accepted forms of payment-credit/debit card, checks, etc.].

For any billing questions, please contact our secretary or billing department directly.

#### **Payment Policy**

A valid credit card is required to be kept on file at all times for billing purposes. If a payment is declined more than three (3) times, services may be placed on a temporary hold until the balance is resolved. Please note that continued issues with payment may result in the loss of the therapist assigned to the client's case.

#### **Missed Appointment & Cancellation Policy**

Consistent attendance is essential to the success of therapy. In the event of a cancellation or missed appointment:

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- **Cancellations must be made at least 2 hours in advance** to avoid a cancellation fee.
- **No-shows or same-day cancellations** may result in a fee of 50, which is not billable to insurance.
- Multiple missed sessions may require a review of the client's therapy schedule and continued eligibility for services.

We understand that emergencies happen, and we will always do our best to work with families when unexpected situations arise.

If you have any questions about your insurance coverage, billing procedures, or payment responsibilities, please don't hesitate to reach out to our administrative team. We're here to help make the financial side of care as stress-free as possible.

### Safety Procedures

The safety and well-being of every client, family member, and staff member is our highest priority. Transcend ABA follows strict protocols to ensure a safe, supportive, and responsive environment at all times.

### Emergency Drills & Protocols

We conduct regular safety drills and follow clearly outlined emergency procedures to ensure preparedness for a variety of situations, including:

- **Rre drills**
- **Severe weather or shelter-in-place procedures**
- **Medical emergencies**

All staff are trained in emergency response procedures and will guide clients calmly and safely during drills or real events. Evacuation routes and emergency contact information are posted throughout the clinic.

### Allergy & Medical Condition Handling

To keep all children safe:

- Parents must inform the clinic of any known allergies, medical conditions, or medications upon intake and update us as needed.
- If a child requires an **EpiPen, inhaler**, or other emergency medication, it must be provided to the clinic along with written instructions from a medical provider.
- Staff will follow all medical action plans and are trained in recognizing and responding to allergic reactions and other health concerns.

### Behavior Management & Intervention Strategies

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Our clinic uses proactive and evidence-based behavior management strategies designed to promote safety, independence, and emotional regulation. These may include:

- Teaching appropriate replacement behaviors
- Reinforcement systems to encourage positive behaviors
- De-escalation strategies to manage challenging behavior safely
- Individualized Behavior Intervention Plans [BIPs], developed by a BCBA, as needed

Physical intervention is only used when absolutely necessary to prevent harm, and is always implemented in accordance with state regulations and clinic policy. All interventions are documented and reviewed with caregivers.

If you have any questions or would like more information about our safety protocols, please don't hesitate to reach out. Together, we can maintain a secure and supportive environment where every child can thrive.

### **Personal Items: What to Bring & What to leave at Home**

#### **What to Bring [if needed]:**

- Extra set of clothes [especially for children who are toilet training]
- Diapers, wipes, or pull-ups [if applicable]
- Any medical or therapeutic items required during the session [e.g., communication devices, EpiPens]
- A small comfort item [if helpful and approved by the clinical team]

#### **What to leave at Home:**

- Toys, electronics, or personal devices [unless pre-approved by your BCBA for reinforcement or motivation]
- Food or snacks with common allergens [e.g., nuts], unless approved
- Valuables or sentimental items that could be lost or damaged

Please label all personal items with your child's name. [Clinic Name] is not responsible for lost or damaged belongings.

Thank you for helping us maintain a safe and distraction-free environment where your child can focus, engage, and thrive during each session.

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At Transcend, we are committed to providing high-quality services and maintaining open, respectful communication with all families. We understand that concerns may arise, and we encourage families to voice them so that we can address issues promptly and effectively.

### How to Voice Concerns or File a Complaint

If you have a concern about any aspect of your child's care, services, or interactions with staff, we encourage you to take the following steps:

**1. Direct Communication:**

Whenever possible, begin by speaking directly with the staff member or therapist involved. Many concerns can be resolved through open, respectful discussion.

**2. Contact the Supervising BCBA:**

If the issue is not resolved or you're uncomfortable addressing it with the staff member directly, you may bring the concern to the supervising BCBA, who will work with you to understand the situation and take appropriate steps.

**3. Formal Complaint:**

If further action is needed, a written complaint may be submitted to the Clinical Director or Administrative Team. You may request a complaint form from the front desk or submit a written statement via email or letter.

### Steps for Resolution & Follow-Up

Once a complaint is received:

- An investigation may be conducted, including speaking with involved parties and reviewing documentation.
- It will be reviewed by the appropriate supervisor of administrator within **5 business days**.
- A resolution plan will be communicated to the parent/guardian, along with any steps taken to address the concern.
- Follow-up communication will be provided to ensure the matter has been resolved to the best of our ability.

All complaints are handled with professionalism, confidentiality, and a commitment to continuous improvement. Retaliation of any kind will not be tolerated. We value your feedback and appreciate your partnership in helping us maintain a positive, safe, and effective therapy environment for all.

**Parent signature:**

**Parent name:**

**Date:**