



Everyone can thrive

FEE BASED SERVICES GUIDE

Your Individualized ABA Service Journey

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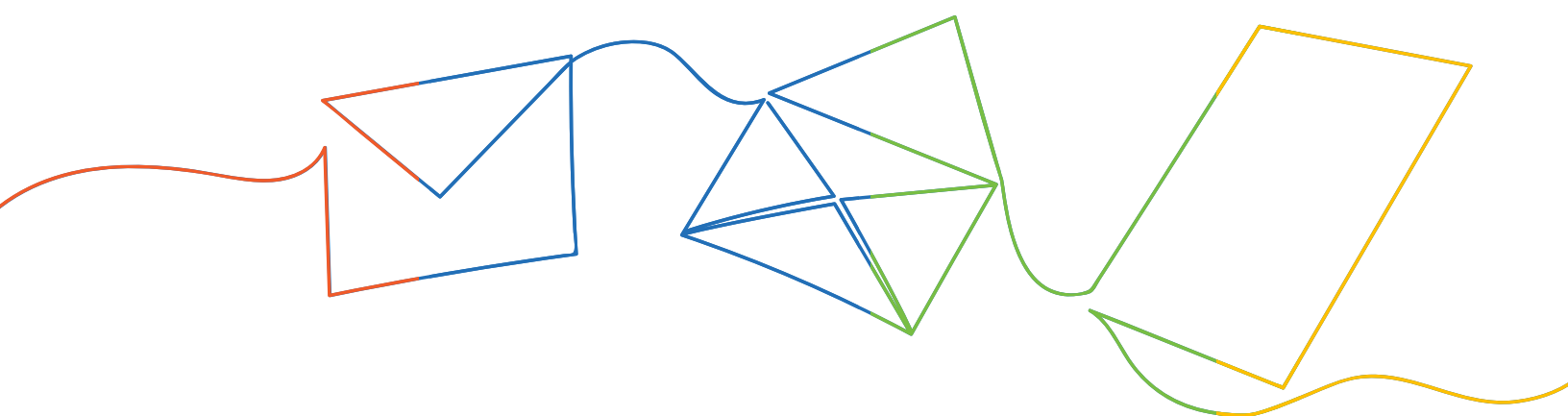
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ABA Services Intake Journey at LRCSS

Every client's journey within fee-based services starts off by speaking with one of our Service Navigators. During your interaction, the Service Navigator will discuss all of our service options that are available to you and how to access these services.

Our intake team continually monitors our ABA clinician availability within our program. As an ABA spot becomes available this is offered to interested families on a first come, first serve basis. Where interest by multiple clients is expressed, a decision will be made based on when a client first contacted our Service Navigation team.



When an ABA spot becomes available, families will be notified via an Expression of Interest email. This will outline: a) the number of hours available; b) the number or type of goals best suited for these hours; c) day(s) of service; d) time of service; e) an estimated cost for the service.

If you would like to be placed on our email list to receive these Expression of Interest emails OR you have any questions about the process, you can do so by contacting our Service Navigator team (905) 666-9688 ext 500

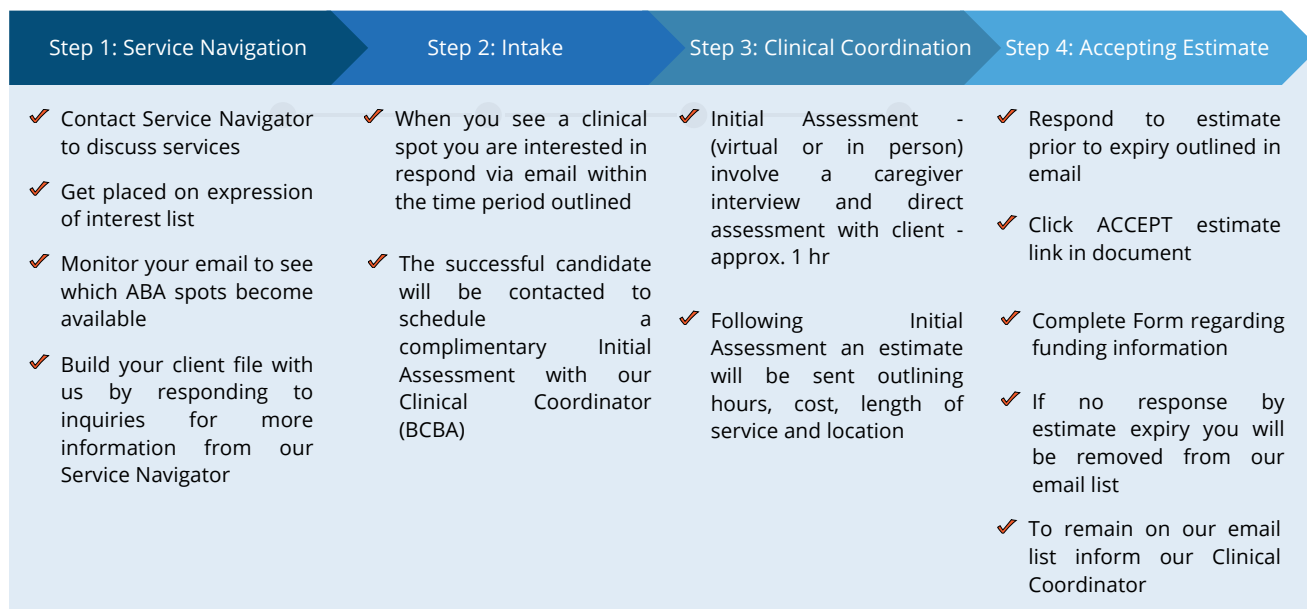
After you are on our email list, you can expect that one of our Service Navigators will reach out to you to inquire about additional information (e.g., diagnosis, medication, school information, previous services, general needs and skills, goals, funding options).

Once you have been chosen for an Expression of Interest offering, you will be contacted by our Service Navigator to complete a complimentary Initial Assessment. There is no charge for this assessment. During this time you will meet with a Clinical Coordinator to discuss service options based on your service goals and our clinical recommendations.

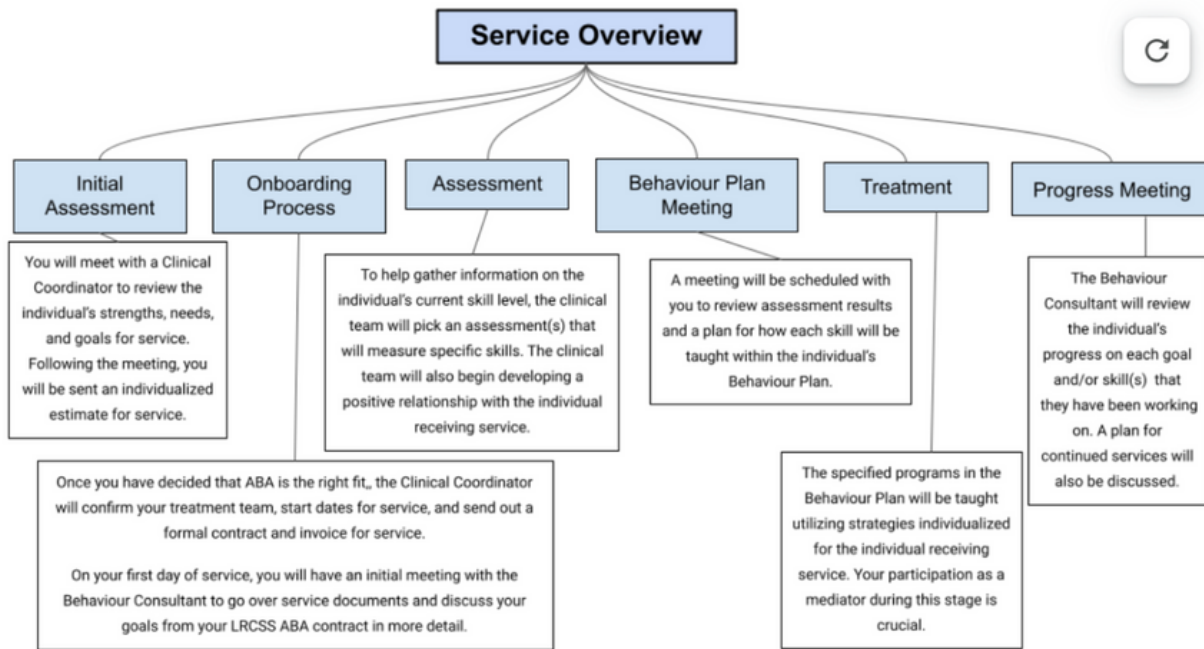
After the Initial Assessment meeting has been completed, we will share a service estimate with you to review/consider which will contain the cost of our service, as well as our service recommendations (e.g., location of service, length of service, and therapy team compilation).

You will have **5 days** to decide if you would like to move forward with services as planned. If you are in agreement you may click the ACCEPT ESTIMATE link directly in the document itself and it will notify your Clinical Coordinator that you would like to begin services. It will also direct you to complete a form containing more detailed questions about your funding information and invoicing needs.

If you have any questions regarding the estimated hours, pricing, goals, etc. it is important to reach out to your Clinical Coordinator within that **5 day** window to ensure you have all of the information needed to make an informed decision. Your Clinical Coordinator can be reached at (905) 666-9688 ext 565.



ABA Service Period at LRCSS



Assessment Phase:

During the assessment phase, our clinical teams will work with the individual and their mediators to gather information on the general goal(s) identified during the Initial Assessment meeting. They will measure specific skills, run standardized assessments, conduct questionnaires, and further determine some of the individual's strengths and needs. They will also develop a positive relationship with the individual.

Please note, during the assessment phase, no teaching will be provided. An individual is not expected to learn or develop new skills during this phase.

Behaviour Plan and Behaviour Plan Meeting:

During the assessment phase, the clinical team will collect data on specific skills and behaviours to work collaboratively with you to determine the measurable goals to focus on. They will then write a Behaviour Plan that outlines the specific goal, how it will be targeted, and the timeline for acquiring that goal.

The team will review this plan with you. When you sign off on this plan, this will be your consent to treatment. The team can now begin implementing the strategies in the Behaviour Plan.

Treatment (or Teaching) Phase:

During this phase, the clinical team will implement a variety of strategies as outlined in the individual's Behaviour Plan. They will collect data to review with the assigned BCBA on an ongoing basis. Revisions to the strategies listed in the Behaviour Plan may be required from time-to-time to ensure that the individual is making progress with their target goal(s).haviours to work collaboratively with you to determine the measurable goals to focus on. They will then write a Behaviour Plan that outlines the specific goal, how it will be targeted, and the timeline for acquiring that goal.

The team will review this plan with you. When you sign off on this plan, this will be your consent to treatment. The team can now begin implementing the strategies in the Behaviour Plan.

Progress Review:

The clinical team will write a report outlining the progress that the individual has made during the contract period. A meeting will occur to summarize this progress with you.

Contract Renewal:

If you or the individual are interested in continuing to work on expanding goals or if new goals have come up, the clinical team will work with the Clinical Coordinator to develop recommendations for a contract renewal. We will make all attempts to ensure no pauses or breaks in services occur in order to provide seamless services from contract to contract.



Attendance and Cancellation Policies

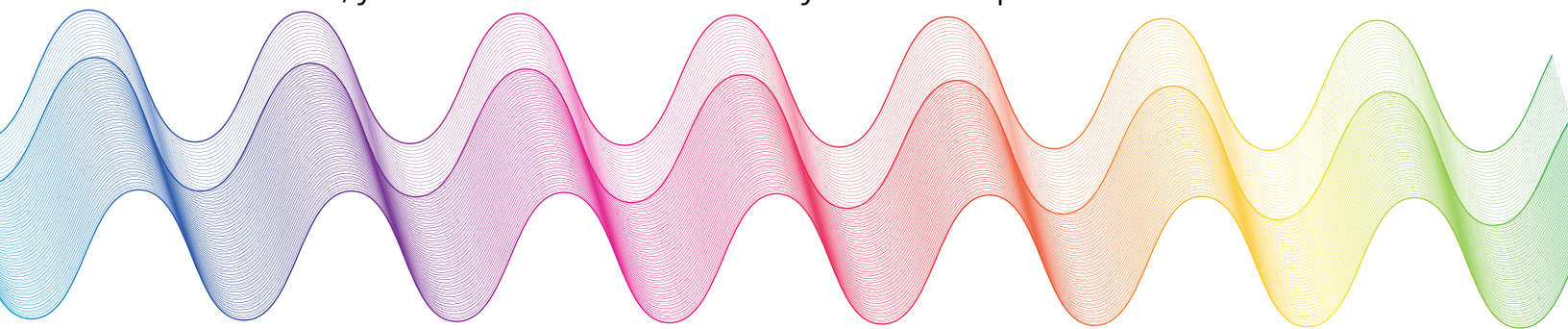
The following attendance policies help ensure more efficient service for our clients:

- a) If the client or parent/caregiver is sick, we ask that you cancel your in-person session as soon as possible in consideration of our clinician's health. Our clinicians are not permitted to work in-person with a client if the client presents with any of the following symptoms: vomiting, fever, sinus infection, diarrhea, conjunctivitis (pink eye), impetigo, chickenpox, lice, or strep throat. Clients must demonstrate at least 24 hours of improving symptoms before returning back to in-person service.
- b) Cancelled with notice: If you need to cancel a scheduled session due to sickness (or any other reason), please do so at least **three** hours in advance of your scheduled time. We will honour rescheduling up to **10% of direct sessions** when appropriate notice is provided. The specific number of sessions that can be rescheduled will be outlined in your service contract. All attempts will be made to reschedule these sessions within the contract period. If unable to schedule within the contract period, these sessions will be offered outside the contract period. Any additional cancelled sessions will not be rescheduled with the clinical team and any fees related to those sessions will not be reimbursed.
- c) Cancellation without notice and/or no-show: This session will be cancelled and will not be made up at a later time. All fees related to that session will not be reimbursed.
- d) Ontario Autism Program Core Clinical Service Funding: As stated in the Ontario Autism Program Guidelines, under the ineligible expenses section, families are not to use their OAP Core Clinical Service funding for fees associated with missed or cancelled services; therefore, you are responsible to pay associated missed or cancelled service fees.
- e) A session may be cancelled on any given day due to extreme weather conditions (e.g., snowstorms, ice storms etc.), extenuating circumstances (e.g., power outage), or staff sickness and vacation. The decision to cancel a session is at the discretion of the service provider. If LRCSS cancels any session due to these reasons, the session will be rescheduled. All attempts will be made to be rescheduled within the contract period. If unable to schedule within the contract period, these sessions will be offered outside the contract period.

Attendance and Cancellation Policies

Participation in Services:

- a) The services of LRCSS are voluntary. During the service period, client/mediator(s) have the option to decline or withdraw services at any time.
- b) LRCSS uses Applied Behaviour Analysis (ABA) to assess and provide treatment recommendations for an identified, socially significant goal. Please note, should you wish to request a change in goals, it may require a revision to the contract and fee charges may need to be adjusted.
- c) LRCSS uses a mediator based model. In this model the parent/caregiver(s) will be coached on specific assessment and treatment strategies pertinent to the identified goal(s).
- d) Client/Mediator(s) attendance and participation is required throughout all aspects of service, which may include: goal setting, assessment, collecting data, treatment implementation and treatment evaluation. Your participation in collecting objective data through your observations, in addition to interviews, is necessary for reaching meaningful outcomes.
- e) Mediator(s) are responsible to transport the client and/or themselves to and from the service location. In community settings, a designated adult is required to be present at all time(s) with the client. LRCSS staff are not permitted to remain alone with a client or transport a client/mediator(s) to and from any service location. Services will be provided as outlined in your service contract. LRCSS staff initially assigned to work with the client may change throughout the term of service. The clinical team will inform you of any changes to the schedule within two weeks, when possible.
- f) At times, LRCSS staff not assigned to work directly with the client may attend and observe a service session for the purposes of professional development. In these instances, your clinical team will seek out your consent prior to the observation.



Our Commitment to Services and to Privacy and Confidentiality

LRCSS is legally obliged to report to the appropriate authorities any child protection issues; alleged, witnessed, or suspected abuse of children or adults arising during service provision. This may involve a report to Children's Aid Society or to Durham Regional Police Services. Should our staff be required to do this during your service, we are not obligated to notify you.

The client/parent/caregiver(s) acknowledge having been advised that all LRCSS staff are bound by an "Oath of Confidentiality" unless dictated by governing legislation. If during the course of assessment or treatment, it becomes necessary for program staff to communicate with other professionals outside of the program, LRCSS will undertake to ensure written consent from the client/parent/caregiver(s) prior to requesting and/or releasing any information.

The client/parent/caregiver(s) may be viewed via video recording during some sessions. This will be used for the following purposes: to assist in the training of LRCSS staff working with the client, to assist in redesigning the client's program, clinical supervision, and as a record of the client's progress. Additional consent will be sought out if videotaping is required for any other purpose than outlined above.



Let's Get Started!

Now that you have a thorough understanding of our Fee Based Services and how they work reach out and let's explore the best options for your family member.



[SCHEDULE A CALL](#)



[LEARN MORE](#)

At Lake Ridge Community Support Services we believe everyone can thrive. It's our mission to deliver quality, individualized behavioural services to ensure each and every client gets the support they need to reach their potential.

Let's get started today.



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