

## **POLICIES & PROCEDURES**

### ***How do I prepare my Child for the Session?***

To make the most effective use of your child's time before the Milestones, inc. staff member comes to your home please have your child awake and fed. For some children a special space in the house is used for therapy. In these cases, please clear all unnecessary toys or household items from this space so our staff can get right to work. For other children transitions can be difficult.

### ***How are hours determined?***

Hours and staff members are based upon your child's needs and our staff member's availability.

### ***What if I have an on going conflict (i.e., my child is falling asleep during the sessions, my child has another appointment scheduled, I just can't make it home on time to meet the therapist, etc.) on the hours/days my child receives services?***

You should contact Jackie Nardella, Scheduling Coordinator at our main office at x17 to discuss the problem and create an action plan. Sometimes we can make changes relatively quickly whereas others times it might take longer (depending upon staff availability). It's important for us to be given as much notice as possible so we can have time to create a solution.

### ***If I go on vacation for more than a week or want to take my child out of therapy for a period of time will you hold my hours?***

For children over three years old, your hours are your hours. We will hold your hours, but you (or your school district) will be required to pay for those missed hours. For children under three we do not hold hours.

### ***What if I have a complaint about the services my child is receiving or a staff member?***

If you have any complaints about services or staff, please contact Jackie Nardella, Scheduling Coordinator at x17. If an issue persists contact Alex Michaels, Chief Executive Office at x24. If you have a complaint about Alex Michaels and would like to discuss the issue with someone else, please contact Jennifer Moran, Chief Operating Officer at x25. The sooner we hear from you the sooner we can resolve the issue.

### ***Do I need to stay with my child while the Intervention Specialist is working with my child?***

For services provided at our office we do not require a parent to be present. Services that occur everywhere else a parent (or a responsible party over the age of 18) must be present. Our long-term goal is to incorporate family members into the treatment so families can gain additional tools to work with their child. Often during the beginning of treatment, it can cause too much stress for the child and/ or parent to be involved. If this is the case we will create a plan to provide separate training for the child, and then integrate the family into the therapy.

## **Policies & Procedures for Home-Based Education – 2**

### ***What if my therapist is late?***

The times for sessions are approximate and Milestones' staff is expected to arrive within 15 minutes of the projected time. Our staff travel from a variety of geographic areas and may encounter traffic or other situations beyond their control causing tardiness. If tardiness occurs on a consistent basis, a schedule adjustment might need to be made (perhaps the home based therapist does not have enough time to drive between visits). Please speak directly with the our admissions department regarding this issue, as Intervention Specialists do not have control over their schedules.

### ***What if my child is sick, can s/he still receive services?***

Milestones has determined that if children are too sick to attend daycare or community group, have a fever, have thrown up in the last 24 hours, have diarrhea, or another contagious illness, (such as conjunctivitis, flu, or nasal discharge that is not clear,) the child will still not benefit from services. Please call the main office directly to cancel the session. It is extremely beneficial to call us as soon as possible, so the staff member does not need to drive to your child's session.

### ***If my child's session was cancelled, will the session be made up?***

For students under 3 if you child's session was cancelled (by you or us) the session will not be made up due to rigorous schedules of our staff.

For students over 3: If you cancelled your child's session we will not be able to make it up. If we cancelled the session we will provide you with compensatory hours either during our contract period or, if necessary, after our contracted period ends.

### ***What if it snows, will my child receive services?***

Milestones does not close for snow unless it is a state of emergency. If we are closing for snow and you are scheduled to receive services you will receive a phone call from your intervention specialist.

### ***Documentation of Sessions (and signing session notes)***

Our staff will document each visit by noting the date/time they were working with your child. You (or a responsible person over the age of 18) are required to sign off on the session note saying the staff member was working with your child. On days that the staff member is being supervised we end sessions 10-15 minutes early and add this time on to the session since the Regional Educational Coordinator (REC) and Intervention Specialist will have a small case conference regarding your child's programming and interventions. This time is used to maximize the effectiveness of programming and results for your child. At the end of the month you will receive a copy of the session notes which sum up your child's progress for the month.

### ***If I cancel a session will my services be terminated?***

If your child is over three years old you will note in your contract that we charge the full amount for cancelled sessions unless you have given us two weeks written notice (sent to the Billing Department). Once we receive your letter we will give you confirmation that we received your letter. If you do not receive confirmation within 4 business days assume that we did not receive your letter and should call the billing department immediately prior to your child taking time off for services otherwise you will be charged for these services. Services will continue as long as the contract stipulates. Telling your intervention Specialist does not constitute written notice.



## **Polices & Procedures for Home-Based Education-3**

### ***Diaper Changing and Toileting***

For liability reasons Milestones staff are not able to change diapers. If your child is working on toilet training or using the bathroom independently, our staff members require a second adult (meaning yourself or a responsible person over the age of 18) available to address these issues.

### ***Can the staff members accompany my child on a doctor's visit?***

As a general rule, no. If you need assistance with talking to a physician the Regional Educational Coordinator who works with your child would be happy to have a phone conversation with him/her. On occasion, when clinically necessary, the Regional Education Coordinator (REC) will accompany you to a doctor's appointment.

### ***Can the staff members accompany my child on a community outing (ie: the park)?***

Yes, if the outing fits with your child's programming goals (i.e., socializing, transitioning, etc.) and is approved by the Regional Education Coordinator (REC). Our staff members are NOT permitted to take children on outings without being accompanied by the child's parent or responsible person over the age of 18. Our staff members are also not permitted to drive children under any circumstances.

### ***Do you use therapeutic holds (i.e.restraints) with Children?***

Yes, but only if necessary. Some children have difficulty expressing themselves and can display aggressive behavior such as biting, head banging, hitting, kicking, or a dangerous tantrum(such as throwing him/her self to the ground and banging his/her head.) It is very important that neither your child nor Milestones' staff become injured. In certain situations, as determined by the Milestones team and family, we will use therapeutic holds. All Milestones staff members have received training in therapeutic holds and will only use approved techniques by the licensing agency when necessary. Parents of children who display aggressive behaviors (regardless of the reason) must sign consent to permit Milestones staff to therapeutically hold their child. If the child has known aggressive behaviors and consent is not granted, Milestones will discontinue the session immediately. If the child continues and Milestones determines we can no longer work with your child, a new agency will need to be found by the child's family or Team.

### ***How long do therapeutic holds last for?***

Therapeutic holds last until the child can return to a state of calm, which is generally no more than 30 seconds to 5 minutes. All incidents are documented and a copy of the document will be mailed to the family.

### ***Can Milestones' staff administer medication to my child?***

No. Often children have difficulty taking medication and a program might be created to assist with this issue, but Milestones' staff may not directly administer medication.

### ***If I need additional hours of service or babysitting can I contract privately with individual staff members outside of Milestones?***

No. All services must go through Milestones. Private arrangement for services between families and individual staff members will result in the loss of the staff member's job and your child's services.



## **Polices & Procedures for Home-Based Education-4**

### ***Milestones provides services to my neighbor's child. May I inquire about his services or other information about him through Milestones' staff members?***

No. All information about the children and families we services are confidential. Please do not put Milestones' staff in an uncomfortable position by asking about other children. Milestones will not release information about your child without your written consent.

### ***Why do you videotape/photograph children and where are the videotapes/photographs housed?***

You will be asked you to sign a videotape consent form. Milestones sometimes videotapes children for therapeutic intervention and to chart progress. Video clips may show at weekly staff meetings to help provide additional supervision to further assist your child. If, and only if, apparent gives additional consent, videotapes may also be used at conferences to educated physicians, parents, and other professionals to help them better understand autism spectrum disorders and what can be achieved through intervention. Education families improve services for their children, and educating professionals may help them understand children diagnosed on the Autism Spectrum (Autism, PDD, and Asperger's Syndrome) and what can be done to intervene. The child's last name, address, and other identifying information are always changed for their protection. Videotape and Photographs are kept in a locked room at Milestones' main office. One photograph of your child will be kept in his/her child record. These records are also kept in a locked office at Milestones.

### ***Who will be working with my child?***

Visit our website to view bios of our current staff @[www.advancingmilestones.com](http://www.advancingmilestones.com).

### ***List of Milestones Office Personnel:***

Alex Michaels, Chief Executive Officer: x24  
Jennifer Moran, Chief Operating Officer: x25  
Deanna Asselin, Chief Financial Officer: x34  
Meagan Malboeuf, Director of Education: x22  
Jackie Nardella, Scheduling Coordinator: x17

