



## Applied Behavior Analysis (ABA) Services Cancellation Policy

### **Attendance**

Regular and consistent attendance in your child's ABA treatment program is extremely important. **Excessive absences may result in termination of services.**

Please note our cancellation policy is to protect the integrity of therapeutic services and our therapists' time and availability. When a treatment appointment is scheduled with staff, that time slot is no longer available for booking. Additionally, excessive cancellations may affect the prognosis of the child's treatment plan.

Each client is allotted 6 cancellations per quarter (i.e., every 3 months). Clients with excessive cancellations may forfeit their scheduled time slot(s). Additionally, excessive late arrivals to therapy may be considered a cancellation and therefore subject to a cancellation fee.

*Initial* \_\_\_\_\_

Cancellations must be made 24-hours in advance.

*Initial* \_\_\_\_\_

However, we understand that circumstances might arise that would require you to cancel your child's therapy session. Below are the expected notification times for an unexpected-emergency canceled session:

- **Morning Sessions (8am-noon)**
  - All morning session cancellation notifications should be received by 7:00am, at the latest.
- **Afternoon Sessions (12pm-4pm)**
  - All afternoon session cancellation notifications should be received by 10am, at the latest.
- **Evening Sessions (4pm-7pm)**
  - All evening session cancellation notifications should be received by 1pm, at the latest.

*Initial* \_\_\_\_\_

Please call or text your child's Supervisor by the above listed times. This is to ensure that we have adequate time to notify staff and make any adjustments to the schedule to accommodate your child's absence.

Please remember that your child's ABA therapists are reserved for your child's spot only. When you cancel the treatment session, with little to no notice given, staff are



not able to seek out other hours to work. As we are not allowed to bill funding sources for canceled sessions, staff will not be paid for that time, which can pose a financial hardship for them.

### **Illness Policy**

If a child is ill, please notify the Supervisor as soon as possible to reschedule your appointment. Below is a list of illnesses that a session will be canceled for:

- Temperature above 100
- Communicable Diseases:
  - Foot/Mouth Disease
  - COVID
  - Influenza
  - Vomiting
  - Lice
  - Rash
  - Strep Throat
  - Mumps
  - Chicken Pox
  - Measles
  - Diarrhea
  - Ringworm
  - Pink Eye

For contagious sickness, therapy will resume as soon as the child's doctor clears him/her of being contagious, when they are symptom free for 24 hours, or the remedy is completed. In an effort to protect our patients and staff, all employees must adhere to the same illness guidelines as our clients.

I have read and understand CREATIVE HANDS ABA's attendance-cancellation policy. By my initials and signature, I am acknowledging that I understand and agree that unless my child is ill or on vacation, my child is expected to attend therapy for the prescribed amount of treatment hours, each week.

Parent Name: \_\_\_\_\_

Parent Signature: \_\_\_\_\_

Child Name: \_\_\_\_\_

Date: \_\_\_\_\_