



Piece of Our Puzzle LLC
3150 Tremont Ave
Trevose, PA 19053
(484) 569-0377
erin@pieceofourpuzzle.com
<http://www.pieceofourpuzzle.com>

Thank you for choosing Piece of Our Puzzle LLC for your child's behavioral needs. We pride ourselves in providing quality care backed by therapists and instructors who are passionate about the behavioral health field. Our number one priority is your child and we strive to make a successful impact in your child's life.

Welcome to the Team!

There are different services offered by Piece of Our Puzzle LLC, each one specific to the individual we service. We offer ABA instruction, behavioral teams (consisting of a behavioral specialist and a therapeutic staff support), personal care assistants, and adult services. For a better description of what each title entails, please feel free to email erin@pieceofourpuzzle.com. We like to refer to these individuals as your "team".

Communication, Cancellations, and Make-up Policies

All members of your team are required to keep in contact with parents, teachers, etc. in regards to services. Supervisors of each case will be the go-to person if scheduling conflicts occur such as moving a session time or canceling it. We strongly urge all of our contractors to use email as the primary means of communication, although we understand other forms may be implemented.

- Piece of Our Puzzle Cancellations: If a session is cancelled on part of the staff at Piece of our Puzzle, the family is entitled to make-up time for the length of the cancelled session. Please coordinate a time for make-up with the supervisor of your team. We ask that our staff notify parents and teachers of cancellations at least 24 hours prior to the session. If there are reoccurring issues with cancellations or lateness, please contact the director at erin@pieceofourpuzzle.com
- Family Cancellations: If a session is cancelled due to the family, there is no requirement to make the session up on behalf of Piece of Our Puzzle. If a family is more than 15



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minutes late to arrive for a session, the session will be cancelled with no make-up time required. The same policy holds true if your child falls asleep during session; instructors are asked to end session after child is asleep for 15 minutes. There is also no make-up time for sessions ended early due to child illness or child falling asleep.

- Inclement Weather Policy: PLEASE TEXT YOUR NAME AND THE WORD PUZZLE TO 484848 for up-to-date weather related info. The weather policy is to follow the decision of the Bensalem School district, as this is where the majority of services are provided. Our days are broken into three sections; morning services, afternoon services, and evening services. In the event that there is a delay at the school please contact the supervisor of your case for a start time. If the start time is after the end of the usual session time, services are not required to take place.

Program Policies

- Piece of Our Puzzle employees are not permitted to transport children or family members of the child for any reason. In the same respect, we ask that staff do not travel in the vehicle of child's family (this policy does not apply to adult services).
- A parent or guardian must be present during all community outings (this policy does not apply to adult services).
- An individual 18 years or older must be present during all home sessions (this policy does not apply to adult services).
- Employees are not permitted in a family's home outside of the normal scheduling hours.
- We ask that parents and staff do not exchange social media information in an effort to keep the therapeutic relationship intact.
- Piece of Our Puzzle employees are expected to respect all families and their cultural values and we expect the same treatment towards our therapists.



IMPROVING THE QUALITY OF LIFE
FOR THOSE WHO STRUGGLE WITH AUTISM SPECTRUM DISORDERS

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- It is expected that as providers we meet 80—90% of approved time with the individuals we support. If there are consecutive cancelations on part of the family (in the absence of illness, vacation, or similar circumstances), there will be a meeting to address this and a plan set forth to decrease cancelations. If the plan fails to decrease cancelations, your family is at risk for losing services with Piece of Our Puzzle as a provider.
- If there are issues in regard to service delivery or specific therapists/situations. Please email erin@pieceofourpuzzle.com

Parent Involvement

Parental involvement is crucial for successful results. We ask that parents are readily available to answer questions pertaining to therapy and your child just as we will be readily available to answer any of your questions. We understand that situations arise, especially with children, and some sessions will need to end early. However, in the event that a family/parent shows consistent and excessive instances of lack of active parental involvement may result in a termination of services and working relationship. Lack of parental involvement can include but is not limited to:

- Failure to maintain adequate communication, respond to requests for information, and submit required data (in any form) in a timely manner
- Failure to provide accommodations for the ABA program (e.g., therapy room, space to complete programs, etc.)
- Failure to follow recommended treatment plans, skill acquisition programs, or behavior reduction plans as written and advised, and consistent and unapproved modifying of treatment plans, skill acquisition programs, or behavior reduction plans.
- At no time are therapists responsible for children other than the child receiving services.
- Crossing ethical lines in regard to dual relationships.



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Illness policy

It is important to remember that the contractors at Piece of Our Puzzle see many different children in many different settings. Please do not forget to contact the supervisor of your case to cancel session if your child has any of the illnesses below. Your child must be free of all these conditions and symptoms for at least 24 hours before services can resume. If your child stays home from school, or is sent home from school, due to illness – please call your supervisor to cancel the session.

Conjunctivitis (pink eye) – must be treated with antibiotic for 24 hours

Temperature of 100 degrees or more

Contagious diseases including, but not limited to measles; chicken pox; hand, foot, mouth; and mumps – must receive a note from your child's pediatrician saying that he/she has been treated is able to return for services

Vomiting or diarrhea

Impetigo or ring worm - must receive a note from your child's pediatrician saying that he/she has been treated is able to return for services

Lice - must receive a note from your child's pediatrician saying that he/she has been treated is able to return for services

Nose drainage with green or yellow discharge

Bronchitis/Strep Throat - must receive a note from your child's pediatrician saying that he/she has been treated is able to return for services

Rashes such as scabies - must receive a note from your child's pediatrician saying that he/she has been treated is able to return for services



IMPROVING THE QUALITY OF LIFE
KNOWLEDGE AND UNDERSTANDING OF OUR SPECIAL NEEDS CHILDREN

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Parent Handbook Policies

By signing below, I confirm that I have read all policies including communication, cancellations, and make-up policies as well as program and illness policies. *This document will remain on file for the duration of which your child receives services from Piece of Our Puzzle LLC*

Parent/Guardian Signature and Date

Erin Farrell, Director