



Piece of Our Puzzle LLC

1 Sugarmaple Lane

Levittown, PA 19055

(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 registered behavior technician), parent training and social skills. For a better description of what each title entails, please feel free to email afarrell@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 regard 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. This will be made up to the best of our ability dependent upon staffing.
- 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.

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

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- Inclement Weather Policy: PLEASE TEXT THE WORD PUZZLE TO 267-478-8790, followed up by a text with your name for up-to-date weather-related info and early dismissals. The weather policy is to follow the decision of the Bristol School district, as this is where the majority of services are provided.

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 a child's family.
- A parent or guardian must be present during all community outings.
- An individual 18 years or older must be present during all in-home parent training.
- 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 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.
- 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, there will be a meeting to address this, and a plan set forth to decrease cancelations. If the plan fails to decrease cancelations, services will be reduced and possibly end with Piece of Our Puzzle as a provider.
- If there are issues in regard to service delivery or specific therapists/situations. Please email afarrell@pieceofourpuzzle.com

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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 follow recommended treatment plans, skill acquisition programs, or behavior reduction plans as written and advised, 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.

Illness policy

Please do not forget to contact the supervisor of your case as well as your child's teacher, to cancel the 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.

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



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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.



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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.

Parent/Guardian Signature and Date

Alison Farrell, Clinical Director