

LITTLE CHAMPS THERAPY & YOGA

Employee Handbook



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MISSION STATEMENT

THE MISSION OF LITTLE CHAMPS THERAPY & YOGA IS TO DELIVER EXCEPTIONAL, EMPATHETIC, AND EVIDENCE-BASED THERAPIES FROM INFANCY THROUGHOUT LIFE, BOTH IN CLINICAL AND COMMUNITY ENVIRONMENTS. OUR APPROACH IS CENTERED AROUND FAMILIES, ENSURING THAT THERAPY IS TAILORED TO MEET THE SPECIFIC NEEDS OF EACH FAMILY OR CLIENT, THEREBY ENHANCING THE QUALITY OF LIFE FOR THE ENTIRE FAMILY, RATHER THAN JUST THE INDIVIDUAL CLIENT.

Uniqueness of Little Champs Therapy & Yoga

LITTLE CHAMPS THERAPY & YOGA STANDS OUT AS A DISTINCTIVE PRACTICE THAT EMBRACES A FAMILY-CENTERED PHILOSOPHY, OFFERING A WIDE RANGE OF THERAPIES, INCLUDING PHYSICAL, OCCUPATIONAL, SPEECH, MUSIC, YOGA, ART, AND ABA. THESE SERVICES ARE AVAILABLE IN BOTH CLINICAL AND COMMUNITY SETTINGS ACROSS SOUTHEAST FLORIDA. FURTHERMORE, WE CONSISTENTLY COLLABORATE WITH OTHER PRACTITIONERS TO BETTER SUPPORT OUR CLIENTS AND THE COMMUNITY IN ADDRESSING THEIR NEEDS.

Little Champs Therapy & Yoga Culture

LITTLE CHAMPS THERAPY & YOGA STRIVES TO CREATE A CULTURE WHERE STAFF, THERAPISTS, AND FAMILIES FEEL WELCOMED, SUPPORTED, AND HEARD. WE RECOGNIZE OUR TEAM MEMBERS FOR THEIR HARD WORK, ENCOURAGE NEW IDEAS, AND SUPPORT PROFESSIONAL GROWTH THROUGH MENTORSHIP AND COLLABORATION.

WE PLACE A STRONG EMPHASIS ON MENTAL HEALTH AND MAINTAINING A HEALTHY WORK-LIFE BALANCE SO OUR THERAPISTS CAN CONSISTENTLY PROVIDE HIGH-QUALITY CARE.

CONTINUING EDUCATION IS ALSO A PRIORITY AT LITTLE CHAMPS. WE STAY CURRENT IN PEDIATRIC THERAPY THROUGH ONGOING PROFESSIONAL DEVELOPMENT OPPORTUNITIES AND IN-SERVICE PRESENTATIONS.

ABOVE ALL, WE PROMOTE OPEN COMMUNICATION, TEAMWORK, AND A POSITIVE ENVIRONMENT WHERE EVERY TEAM MEMBER FEELS VALUED AND PART OF THE BIGGER PICTURE. THIS CULTURE ALLOWS US TO ATTRACT AND RETAIN DEDICATED PROFESSIONALS COMMITTED TO PROVIDING EXCEPTIONAL CARE FOR OUR CLIENTS AND FAMILIES.

GENERAL GUIDELINES



Professional Code of Conduct

AT LITTLE CHAMPS THERAPY & YOGA, WE ARE COMMITTED TO MAINTAINING A RESPECTFUL, PROFESSIONAL, AND WELCOMING ENVIRONMENT FOR STAFF, CLIENTS, AND FAMILIES. ALL TEAM MEMBERS ARE EXPECTED TO DEMONSTRATE THE FOLLOWING VALUES:

Be Patient

- RESPOND CALMLY AND PROFESSIONALLY IN ALL SITUATIONS.
- RESPECT COLLEAGUES' TIME, RESPONSIBILITIES, AND WORKLOADS.
- COMMUNICATE CLEARLY AND OFFER SUPPORT WHEN ADDITIONAL GUIDANCE IS NEEDED.
- SHOW EMPATHY, UNDERSTANDING, AND CONSIDERATION TOWARD OTHERS.

Be Courteous

- COMMUNICATE RESPECTFULLY AT ALL TIMES, IN PERSON AND IN WRITING LISTEN ACTIVELY AND REMAIN MINDFUL OF TONE AND LANGUAGE
- SHOW APPRECIATION FOR COLLEAGUES' CONTRIBUTIONS ADDRESS CONFLICTS CALMLY AND FOCUS ON SOLUTIONS

Be Inclusive

- VALUE AND RESPECT DIFFERENCES IN BACKGROUND, EXPERIENCE, AND PERSPECTIVE.
- TREAT EVERYONE WITH FAIRNESS, DIGNITY, AND PROFESSIONALISM, WHILE ENCOURAGING COLLABORATION AND OPEN COMMUNICATION.
- DISCRIMINATION OR HARASSMENT OF ANY KIND WILL NOT BE TOLERATED.



BY UPHOLDING THESE STANDARDS, WE FOSTER A POSITIVE WORKPLACE THAT SUPPORTS OUR TEAM AND ALLOWS US TO PROVIDE THE HIGHEST QUALITY CARE TO OUR CLIENTS AND FAMILIES.

COVID-19 POLICY

YOUR HEALTH AND THE SAFETY OF OUR CLIENTS, FAMILIES, AND TEAM MEMBERS MATTER TO US. THIS QUICK GUIDE OUTLINES WHAT TO DO IF YOU FEEL SICK, TEST POSITIVE FOR COVID-19, OR ARE EXPOSED.

THESE GUIDELINES FOLLOW CURRENT PUBLIC HEALTH RECOMMENDATIONS AND MAY BE UPDATED AS NEEDED.

IF YOU TEST POSITIVE FOR COVID-19:

- STAY HOME AND BEGIN A 5-DAY ISOLATION PERIOD
- ISOLATION STARTS ON THE DAY SYMPTOMS BEGIN OR THE DAY OF THE POSITIVE TEST (WHICHEVER COMES FIRST)
- PROVIDE PROOF OF YOUR POSITIVE COVID-19 TEST TO HUMAN RESOURCES IMMEDIATELY

RETURNING TO WORK (DAY 6):

- YOU MAY RETURN IF:
- SYMPTOMS HAVE RESOLVED OR ARE IMPROVING
- YOU ARE FEVER-FREE FOR 24 HOURS WITHOUT MEDICATION YOU PROVIDE PROOF OF A NEGATIVE COVID-19 TEST TO HR

MASKING:

- WEAR A MASK THROUGH DAY 10 IN SHARED SPACES
- MASKING MAY END EARLIER WITH TWO NEGATIVE RAPID TESTS TAKEN 48 HOURS APART

IF YOU HAVE A HOUSEHOLD EXPOSURE:

- COMPLETE A RAPID COVID-19 TEST FOR 5 CONSECUTIVE DAYS
- TEST BEFORE EACH SCHEDULED SHIFT
- TESTING IS REQUIRED EVEN IF YOU DO NOT HAVE SYMPTOMS

DAILY WORKPLACE SAFETY:

- MONITOR YOURSELF FOR SYMPTOMS EACH DAY
- STAY HOME AND TEST IF YOU FEEL SICK
- WASH HANDS FREQUENTLY OR USE HAND SANITIZER
- COVER COUGHS AND SNEEZES PROPERLY
- FOLLOW CLINIC CLEANING AND SAFETY PRACTICES

COVID-19 POLICY

REPORTING IS IMPORTANT

NOTIFY YOUR SUPERVISOR OR HUMAN RESOURCES IMMEDIATELY IF YOU:

- TEST POSITIVE FOR COVID-19
- EXPERIENCE COVID-19 SYMPTOMS
- HAVE A HOUSEHOLD EXPOSURE
- PROMPT COMMUNICATION HELPS PROTECT EVERYONE.

TIME OFF & SUPPORT:

IF YOU ARE UNABLE TO WORK DUE TO ILLNESS, ISOLATION, OR QUARANTINE, YOU MAY USE AVAILABLE PAID TIME OFF (PTO) OR OTHER APPLICABLE LEAVE IN ACCORDANCE WITH COMPANY POLICY AND LAW.



HIPAA POLICY

AT LITTLE CHAMPS THERAPY & YOGA, PROTECTING THE PRIVACY AND CONFIDENTIALITY OF OUR CLIENTS IS A LEGAL AND ETHICAL RESPONSIBILITY. ALL EMPLOYEES MUST COMPLY WITH THE REQUIREMENTS OF THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) AND FOLLOW ALL COMPANY POLICIES RELATED TO THE PROTECTION OF PROTECTED HEALTH INFORMATION (PHI).

FAILURE TO COMPLY WITH HIPAA REGULATIONS MAY RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION, AND MAY ALSO LEAD TO CIVIL OR CRIMINAL PENALTIES.

PHI INCLUDES, BUT IS NOT LIMITED TO:

- CLIENT NAMES, ADDRESSES, AND PHONE NUMBERS
- DATES OF BIRTH
- MEDICAL RECORDS AND EVALUATIONS
- TREATMENT NOTES AND THERAPY DOCUMENTATION
- INSURANCE INFORMATION AND BILLING RECORDS
- APPOINTMENT SCHEDULES WHEN LINKED TO IDENTIFIABLE INFORMATION
- PHOTOGRAPHS, VIDEOS, OR RECORDINGS OF CLIENTS

ACCESS TO CLIENT INFORMATION:

EMPLOYEES MAY ONLY ACCESS PHI WHEN IT IS NECESSARY TO PERFORM THEIR JOB DUTIES. ACCESS TO CLIENT INFORMATION IS LIMITED TO A "MINIMUM NECESSARY" BASIS.

AUTHORIZED REASONS TO ACCESS PHI INCLUDE:

- PROVIDING DIRECT CLIENT CARE OR THERAPY SERVICES
- COMPLETING REQUIRED CLINICAL DOCUMENTATION
- SCHEDULING APPOINTMENTS OR COORDINATING SERVICES
- PROCESSING BILLING AND INSURANCE CLAIMS
- PERFORMING APPROVED ADMINISTRATIVE OR OPERATIONAL DUTIES

ACCESSING CLIENT INFORMATION OUT OF CURIOSITY OR FOR PERSONAL REASONS IS STRICTLY PROHIBITED.

PROVIDING FEEDBACK AFTER THE SESSION:

AT LITTLE CHAMPS, PROTECTING OUR CLIENTS' CONFIDENTIALITY IS OF THE UTMOST IMPORTANCE. WHEN PROVIDING UPDATES AFTER A TREATMENT SESSION, PLEASE ENSURE COMMUNICATION IS CONDUCTED IN A PRIVATE AND PROFESSIONAL MANNER. GENERAL UPDATES MAY BE SHARED BRIEFLY IN THE WAITING ROOM; HOWEVER, ANY PERSONAL OR SENSITIVE INFORMATION REGARDING THE SESSION OR THE PATIENT SHOULD BE DISCUSSED WITH THE FAMILY IN A PRIVATE ROOM OR DESIGNATED CONFIDENTIAL AREA

NOT FOLLOWING THESE PROCEDURES MAY RESULT IN DISCIPLINARY ACTION

HIPAA POLICY

PROTECTING CLIENT PRIVACY:

EMPLOYEES MUST SAFEGUARD CLIENT INFORMATION AT ALL TIMES. THIS INCLUDES:

- LOGGING OUT OF SYSTEMS WHEN NOT IN USE
- KEEPING SCREENS AND DOCUMENTS OUT OF PUBLIC VIEW
- STORING PHYSICAL FILES IN SECURE LOCATIONS
- AVOIDING DISCUSSION OF CLIENT INFORMATION IN PUBLIC AREAS
- NEVER SHARING PASSWORDS OR LOGIN CREDENTIALS

ELECTRONIC COMMUNICATION:

EMPLOYEES MAY ONLY USE CLINIC-APPROVED SYSTEMS WHEN HANDLING CLIENT INFORMATION.

EMPLOYEES MAY NOT:

- SEND PHI THROUGH PERSONAL EMAIL
- STORE PHI ON PERSONAL DEVICES
- SHARE CLIENT INFORMATION THROUGH UNSECURED MESSAGES OR SOCIAL MEDIA

DISPOSAL OF PHI:

CONFIDENTIAL INFORMATION MUST BE DISPOSED OF SECURELY.

- PAPER RECORDS MUST BE SHREDDED.
- ELECTRONIC FILES MUST BE DELETED USING APPROVED SECURE METHODS.

REPORTING PRIVACY CONCERNS:

ANY SUSPECTED OR CONFIRMED PRIVACY BREACH MUST BE REPORTED IMMEDIATELY TO A SUPERVISOR OR HUMAN RESOURCES. THIS INCLUDES LOST DOCUMENTS, UNAUTHORIZED ACCESS, OR ACCIDENTAL DISCLOSURE OF CLIENT INFORMATION.

ALL EMPLOYEES ARE RESPONSIBLE FOR PROTECTING CLIENT CONFIDENTIALITY, AND THESE OBLIGATIONS CONTINUE DURING AND AFTER EMPLOYMENT.

****NOT FOLLOWING THESE PROCEDURES MAY RESULT IN DISCIPLINARY ACTION****

ORGANIZATIONAL GUIDELINES



DRESS CODE POLICY

LITTLE CHAMPS THERAPY & YOGA MAINTAINS A PROFESSIONAL AND CONSISTENT APPEARANCE ACROSS ALL DEPARTMENTS TO ENSURE A WELCOMING, SAFE, AND POSITIVE EXPERIENCE FOR OUR CLIENTS AND FAMILIES. UNIFORMS AND NAME TAGS ARE MANDATORY, AND ALL EMPLOYEES ARE EXPECTED TO ADHERE TO THE FOLLOWING DRESS CODE STANDARDS DURING WORKING HOURS.

STANDARD UNIFORM REQUIREMENTS

COMPANY-ISSUED LITTLE CHAMPS THERAPY & YOGA SCRUBS ARE MANDATORY FOR ALL:

- THERAPISTS
- FRONT DESK STAFF
- BILLING STAFF
- ABA STAFF

SCRUBS MUST BE:

- CLEAN AND WRINKLE-FREE
- PROPERLY FITTED
- WORN FOR THE ENTIRE DURATION OF THE SCHEDULED SHIFT

UNIFORM ALLOWANCE

EACH EMPLOYEE WILL RECEIVE ONE UNIFORM TOP OF THEIR CHOICE AT NO COST.

ANY ADDITIONAL UNIFORM ITEMS ORDERED WILL BE AUTOMATICALLY DEDUCTED FROM THE EMPLOYEE'S PAYCHECK

ADDITIONAL UNIFORM COST: \$30 PER ITEM

DRESS CODE POLICY

NAME TAG REQUIREMENT:

COMPANY-ISSUED NAME TAGS MUST BE WORN AT ALL TIMES WHILE ON DUTY.

NAME TAGS MUST BE:

- CLEARLY VISIBLE
- WORN WITH THE APPROVED UNIFORM
- NAME TAGS HELP PROMOTE PROFESSIONALISM, ACCOUNTABILITY, AND TRUST WITH CLIENTS AND FAMILIES

*IF NAME TAG GOES MISSING PLEASE EMAIL
HR@LITTLECHAMPSTHERAPY.COM TO ORDER A REPLACEMENT*

NAME TAG REPLACEMENT COST: \$12

FRIDAY UNIFORM OPTION

ON FRIDAYS ONLY, EMPLOYEES MAY CHOOSE TO WEAR A LITTLE CHAMPS THERAPY & YOGA POLO-STYLE SHIRT IN PLACE OF SCRUBS.

APPROVED POLO SHIRTS MAY BE PURCHASED THROUGH THE EMPLOYEE WEBSITE:

WWW.LITTLECHAMPSTHERAPY.COM/EMPLOYEES

FOOTWEAR GUIDELINES:

OPEN-TOED SHOES ARE NOT PERMITTED

ALL FOOTWEAR MUST BE:

- CLOSED-TOE
- PROFESSIONAL IN APPEARANCE
- APPROPRIATE FOR A CLINICAL AND OFFICE ENVIRONMENT

ADHERENCE TO THE DRESS CODE—INCLUDING UNIFORMS AND NAME TAGS—IS REQUIRED AT ALL TIMES. FAILURE TO COMPLY MAY RESULT IN CORRECTIVE ACTION IN ACCORDANCE WITH COMPANY POLICY.

TIME-OFF REQUESTS

APPLICABLE TO ALL EMPLOYEES & CONTRACTORS

TIME- OFF REQUEST POLICY

FIRST-COME, FIRST-SERVED

TIME-OFF REQUESTS WILL BE HONORED IN THE ORDER RECEIVED. PLEASE BE MINDFUL OF OVERLAPPING REQUESTS THAT MAY AFFECT BUSINESS OPERATIONS.

HOW TO SUBMIT:

ALL REQUESTS MUST BE SUBMITTED VIA JOTFORM, AVAILABLE ON THE EMPLOYEE WEBSITE.

REQUESTS 3 DAYS OR FEWER:

- SUBMIT AT LEAST 14 DAYS IN ADVANCE VIA JOTFORM.
- APPROVAL IS SUBJECT TO STAFFING AND CLIENT NEEDS

LATE REQUESTS:

- REQUESTS MADE LESS THAN 7 DAYS IN ADVANCE WILL BE CONSIDERED ON A CASE-BY-CASE BASIS.
- REQUESTS MADE THE DAY BEFORE WILL BE REVIEWED AT THE DISCRETION OF THE MANAGER/SUPERVISOR.

HALF A DAY REQUESTS:

- IF YOU ARE REQUESTING HALF A DAY OFF PLEASE ENSURE TO SUBMIT A REQUEST VIA EMAIL TO HR@LITTLECHAMPSTHERAPY.COM

****NOT FOLLOWING THESE PROCEDURES MAY RESULT IN DISCIPLINARY ACTION****

EMPLOYEES REQUESTING SCHEDULED TIME AWAY FROM WORK ARE REQUIRED TO UTILIZE AVAILABLE PAID TIME OFF (PTO) FOR THE REQUESTED ABSENCE, WHEN APPLICABLE.

TIME-OFF REQUESTS

APPLICABLE TO ALL EMPLOYEES & CONTRACTORS

INITIAL EMPLOYMENT PERIOD:

- EMPLOYEES ARE NOT ELIGIBLE TO REQUEST TIME OFF WITHIN THE FIRST 90 DAYS OF EMPLOYMENT, UNLESS THE TIME OFF WAS DISCLOSED AND APPROVED PRIOR TO HIRE.

PTO REQUEST NOTICE:

- ALL PLANNED TIME OFF MUST BE REQUESTED IN ADVANCE, WITH APPROPRIATE NOTICE IN ACCORDANCE WITH SCHEDULING NEEDS AND DEPARTMENTAL GUIDELINES.

CALL-OUT EXPECTATIONS:

- EMPLOYEES ARE EXPECTED TO MAINTAIN SUFFICIENT WORKING HOURS EACH MONTH TO MEET FULL-TIME STATUS REQUIREMENTS.

CALL-OUT LIMIT:

- EMPLOYEES ARE PERMITTED UP TO TWO (2) UNSCHEDULED CALL-OUT DAYS PER MONTH. ADDITIONAL ABSENCES MAY REQUIRE SUPPORTING MEDICAL DOCUMENTATION AND ARE SUBJECT TO REVIEW.

ATTENDANCE ACCOUNTABILITY:

- EXCESSIVE ABSENTEEISM OR FAILURE TO MEET REQUIRED HOURS MAY RESULT IN CORRECTIVE ACTION IN ACCORDANCE WITH COMPANY POLICY.

Call Out Procedure

THERAPIST'S PROCEDURE

IF YOU ARE UNABLE TO REPORT TO WORK, PLEASE NOTIFY HR BY EMAILING HR@LITTLECHAMPSTHERAPY.COM NO LATER THAN **7:00 AM**.

AFTER NOTIFYING HR, PLEASE COMPLETE THE FOLLOWING STEPS:

- SEND A MESSAGE IN THE 3CX CHAT TO INFORM YOUR CLINIC LOCATION THAT YOU WILL BE OUT FOR THE DAY.
- NOTIFY ALL PATIENTS SCHEDULED FOR THAT DAY THROUGH 3CX AND ADD AN APPOINTMENT NOTE DOCUMENTING THE COMMUNICATION.
- ADD A BLOCK AT THE TOP OF YOUR SCHEDULE LABELED "THERAPIST OUT."
- WHEN COMMUNICATING WITH FAMILIES, PLEASE DOCUMENT THEIR RESPONSE AND OVERALL TONE, AS THIS INFORMATION HELPS US BETTER UNDERSTAND AND SUPPORT THEIR NEEDS.
- IF YOU HAVE ANY EVALUATIONS OR RE-EVALUATIONS SCHEDULED, RESCHEDULE DIRECTLY WITH THE PARENTS AND ADD A NOTE IN THE APPOINTMENT NOTES SECTION.

ADMINISTRATIVE STAFF PROCEDURE

IF YOU ARE UNABLE TO REPORT TO WORK, PLEASE NOTIFY HR BY EMAILING HR@LITTLECHAMPSTHERAPY.COM NO LATER THAN **7:00 AM**.

AFTER NOTIFYING HR, PLEASE COMPLETE THE FOLLOWING STEPS:

- LIST WHO WILL BE TAKING OVER YOUR RESPONSIBILITIES FOR THE DAY.
- NOTIFY YOUR ASSIGNED 3CX TEAM GROUP OF YOUR ABSENCE.
- INCLUDE ALL RELEVANT DETAILS IN THE EMAIL TO HR.

ILLNESS REPORTING

IF YOU ARE SICK FOR 2 OR MORE CONSECUTIVE DAYS, A PHYSICIAN'S NOTE IS REQUIRED TO RETURN TO WORK.

SICK LEAVE: EMPLOYEES WHO ARE UNABLE TO REPORT TO WORK DUE TO ILLNESS WILL BE REQUIRED TO UTILIZE AVAILABLE PAID TIME OFF (PTO) FOR THE DURATION OF THE ABSENCE, WHEN APPLICABLE. IF PTO IS NOT AVAILABLE, THE TIME OFF MAY BE RECORDED AS UNPAID LEAVE IN ACCORDANCE WITH COMPANY POLICY.

DISCIPLINARY ACTIONS

- 2+ ABSENCES IN ONE MONTH → DISCIPLINARY ACTION
- 2+ LATE ARRIVALS IN ONE MONTH → DISCIPLINARY ACTION
- FAILURE TO FOLLOW CALL-OUT PROTOCOL → DISCIPLINARY ACTION

SALARIED THERAPISTS

- MISSED OR LATE APPOINTMENTS WILL RESULT IN PTO DEDUCTIONS.
- ALL POLICIES AND DISCIPLINARY PROCEDURES APPLY EQUALLY TO SALARIED EMPLOYEES.

Disciplinary Policy

THE PURPOSE OF THIS POLICY IS TO ESTABLISH A FAIR AND CONSISTENT PROCESS FOR ADDRESSING EMPLOYEE CONDUCT AND PERFORMANCE ISSUES. OUR ORGANIZATION IS COMMITTED TO MAINTAINING A PRODUCTIVE, RESPECTFUL, AND PROFESSIONAL WORK ENVIRONMENT. WHEN STANDARDS ARE NOT MET, CORRECTIVE ACTION MAY BE NECESSARY TO ADDRESS CONCERNS AND IMPROVE PERFORMANCE OR BEHAVIOR. THIS POLICY APPLIES TO ALL EMPLOYEES OF THE ORGANIZATION. IT OUTLINES THE GENERAL PROCESS THAT MAY BE FOLLOWED WHEN ADDRESSING VIOLATIONS OF COMPANY POLICIES, PERFORMANCE DEFICIENCIES, OR INAPPROPRIATE WORKPLACE CONDUCT.

STANDARDS OF CONDUCT AND PERFORMANCE

EMPLOYEES ARE EXPECTED TO MAINTAIN PROFESSIONAL BEHAVIOR AND ADHERE TO ALL CLINICAL, ETHICAL, AND REGULATORY STANDARDS. THIS INCLUDES BUT IS NOT LIMITED TO:

- PROVIDING SAFE, ETHICAL, AND HIGH-QUALITY PATIENT CARE
- FOLLOWING CLINICAL PROTOCOLS, TREATMENT PLANS, AND SUPERVISION REQUIREMENTS
- MAINTAINING ACCURATE, TIMELY, AND COMPLETE CLINICAL DOCUMENTATION
- PROTECTING PATIENT CONFIDENTIALITY AND COMPLYING WITH HIPAA REGULATIONS
- MAINTAINING PROFESSIONAL COMMUNICATION WITH PATIENTS, FAMILIES, COLLEAGUES, AND SUPERVISORS
- ADHERING TO ATTENDANCE AND SCHEDULING REQUIREMENTS TO ENSURE CONTINUITY OF PATIENT CARE
- FOLLOWING WORKPLACE SAFETY PROCEDURES AND INFECTION CONTROL PROTOCOLS
- COMPLYING WITH ALL APPLICABLE FEDERAL, STATE, AND PROFESSIONAL LICENSING REGULATIONS

FAILURE TO MEET THESE EXPECTATIONS AS WELL AS EXPECTATIONS OUTLINED IN YOUR JOB DESCRIPTION MAY RESULT IN DISCIPLINARY ACTION.

PROGRESSIVE DISCIPLINE

THE ORGANIZATION GENERALLY FOLLOWS A PROGRESSIVE DISCIPLINE PROCESS. HOWEVER, DEPENDING ON THE SEVERITY OF THE SITUATION, STEPS MAY BE SKIPPED AND MORE SERIOUS DISCIPLINARY ACTION MAY BE TAKEN IMMEDIATELY.

THE TYPICAL PROGRESSION MAY INCLUDE THE FOLLOWING STEPS:

1. VERBAL WARNING

A SUPERVISOR OR MANAGER WILL DISCUSS THE ISSUE WITH THE EMPLOYEE AND EXPLAIN THE EXPECTED BEHAVIOR OR PERFORMANCE IMPROVEMENT. THE CONVERSATION MAY BE DOCUMENTED INTERNALLY.

Disciplinary Policy

2. WRITTEN WARNING

IF THE ISSUE CONTINUES OR IS MORE SERIOUS, A WRITTEN WARNING MAY BE ISSUED. THE WRITTEN WARNING WILL OUTLINE THE PROBLEM, EXPECTATIONS FOR IMPROVEMENT, AND A TIMELINE FOR CORRECTION. THE EMPLOYEE MAY BE ASKED TO ACKNOWLEDGE RECEIPT OF THE WARNING.

3. FINAL WRITTEN WARNING

CONTINUED VIOLATIONS OR FAILURE TO IMPROVE MAY RESULT IN A FINAL WRITTEN WARNING. THIS DOCUMENT WILL CLEARLY STATE THAT FURTHER VIOLATIONS OR LACK OF IMPROVEMENT MAY RESULT IN TERMINATION.

4. SUSPENSION

IN CERTAIN CIRCUMSTANCES, AN EMPLOYEE MAY BE SUSPENDED WITH OR WITHOUT PAY WHILE AN ISSUE IS INVESTIGATED OR AS A DISCIPLINARY MEASURE.

5. TERMINATION

IF THE EMPLOYEE FAILS TO CORRECT THE ISSUE OR IF SERIOUS MISCONDUCT OCCURS, EMPLOYMENT MAY BE TERMINATED.

IMMEDIATE DISCIPLINARY ACTION

CERTAIN ACTIONS MAY RESULT IN IMMEDIATE SUSPENSION OR TERMINATION DUE TO THE POTENTIAL RISK TO PATIENTS, STAFF, OR THE ORGANIZATION. EXAMPLES INCLUDE BUT ARE NOT LIMITED TO:

- VIOLATION OF PATIENT CONFIDENTIALITY OR HIPAA REGULATIONS
- FALSIFICATION OR INTENTIONAL ALTERATION OF CLINICAL DOCUMENTATION
- PRACTICING OUTSIDE THE SCOPE OF LICENSURE OR SUPERVISION REQUIREMENTS
- PATIENT NEGLECT, ABUSE, OR UNSAFE CLINICAL PRACTICES
- THEFT, FRAUD, OR MISUSE OF COMPANY OR PATIENT PROPERTY
- WORKPLACE VIOLENCE, THREATS, OR HARASSMENT
- POSSESSION OF ILLEGAL SUBSTANCES OR IMPAIRMENT WHILE PROVIDING SERVICES
- SERIOUS VIOLATION OF SAFETY OR INFECTION CONTROL PROCEDURES

DOCUMENTATION

ALL DISCIPLINARY ACTIONS WILL BE DOCUMENTED AND MAINTAINED IN THE EMPLOYEE'S PERSONNEL FILE. EMPLOYEES MAY PROVIDE WRITTEN COMMENTS REGARDING DISCIPLINARY ACTIONS IF THEY WISH.

MANAGEMENT DISCRETION

THE ORGANIZATION RESERVES THE RIGHT TO DETERMINE THE APPROPRIATE LEVEL OF DISCIPLINE BASED ON THE CIRCUMSTANCES OF EACH SITUATION. THE STEPS OUTLINED IN THIS POLICY ARE GUIDELINES AND MAY BE MODIFIED AT THE ORGANIZATION'S DISCRETION.

AT-WILL EMPLOYMENT STATEMENT

NOTHING IN THIS POLICY ALTERS THE AT-WILL EMPLOYMENT RELATIONSHIP. EITHER THE EMPLOYEE OR THE ORGANIZATION

3. MAY TERMINATE EMPLOYMENT AT ANY TIME, WITH OR WITHOUT CAUSE OR NOTICE, IN ACCORDANCE WITH APPLICABLE LAWS.

Cell Phone Policy

AT LITTLE CHAMPS THERAPY & YOGA, WE ARE COMMITTED TO PROVIDING HIGH-QUALITY CARE AND SERVICE TO OUR CLIENTS. TO MAINTAIN A PROFESSIONAL AND FOCUSED ENVIRONMENT, THE FOLLOWING GUIDELINES FOR CELL PHONE USE DURING WORK HOURS ARE IN EFFECT:

NO CELL PHONE USE DURING WORK HOURS

- PERSONAL CELL PHONE USE, INCLUDING CALLS, TEXTS, AND SOCIAL MEDIA, IS NOT PERMITTED DURING SHIFTS.
- PERSONAL CALLS OR MESSAGES SHOULD BE HANDLED OUTSIDE OF WORKING HOURS OR DURING APPROVED BREAKS.

CELL PHONES OUT OF SIGHT

- CELL PHONES SHOULD REMAIN OUT OF VIEW WHILE ON DUTY.
- VISIBLE PHONES CAN BE DISTRACTING AND IMPACT PROFESSIONALISM.

EXCEPTIONS

- EMPLOYEES WHO NEED TO USE A CELL PHONE FOR WORK-RELATED TASKS MAY DO SO BRIEFLY.

CONSEQUENCES

- FAILURE TO FOLLOW THIS POLICY MAY RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION, IN ACCORDANCE WITH COMPANY PROCEDURES.



Timesheet Policy

TO ENSURE ACCURATE PAYROLL PROCESSING AND COMPLIANCE WITH COMPANY GUIDELINES, ALL EMPLOYEES AND CONTRACTORS MUST FOLLOW THE PROCEDURES OUTLINED BELOW.

SALARY OR SET PAY CONTRACTORS

EMPLOYEES ON A SALARY OR SET PAY DO NOT NEED TO SUBMIT TIMESHEETS.

TIMESHEET SUBMISSION FOR ADMIN EMPLOYEES

ADMIN EMPLOYEES ARE REQUIRED TO COMPLETE THEIR TIMESHEETS DAILY, INCLUDING:

- ARRIVAL TIME
- LUNCH IN/OUT
- END TIME

TIMESHEETS SHOULD BE UPDATED DIRECTLY IN THE ADMIN EMPLOYEE TIMESHEET DRIVE.

TIMESHEET SUBMISSION FOR CONTRACTOR THERAPISTS

CONTRACTOR THERAPISTS MUST SUBMIT THEIR COMPLETED TIMESHEETS WEEKLY, BY FRIDAY END OF DAY, TO:
TIMESHEET@LITTLECHAMPSTHERAPY.COM

NO REMINDERS WILL BE SENT. LATE SUBMISSIONS WILL RESULT IN PAYMENT BEING PROCESSED IN THE NEXT PAYROLL CYCLE.

SUBMISSION FORMAT

TIMESHEETS MUST BE SUBMITTED IN GOOGLE SHEETS OR EXCEL FORMAT.

OTHER FORMATS WILL NOT BE ACCEPTED.

Timesheet Policy

PAYROLL VERIFICATION

ALL SUBMITTED TIMESHEETS WILL BE VERIFIED BY THE PAYROLL DEPARTMENT.

ADMIN STAFF WORK HOURS

ADMIN STAFF MAY NOT WORK MORE THAN 40 HOURS PER WEEK WITHOUT PRIOR APPROVAL FROM A MANAGER.

DISCIPLINARY ACTION

ANY FALSE SUBMISSION OF TIMESHEETS WILL RESULT IN IMMEDIATE DISCIPLINARY ACTION.

TIMESHEET ISSUES

ALL PAYROLL-RELATED ISSUES, INCLUDING TIMESHEET SUBMISSIONS, SHOULD BE SENT ONLY TO:
TIMESHEET@LITTLECHAMPSTHERAPY.COM

DO NOT SEND TIMESHEETS OR PAYROLL-RELATED INQUIRIES TO ANY OTHER EMAIL ADDRESSES.

LUNCH BREAKS POLICY

- LUNCH BREAKS ARE ½ HOUR AND ARE STAGGERED TO ENSURE ADEQUATE STAFFING.
- TIME TAKEN OVER 30 MINUTES MUST BE APPROVED BY THE



Cleanliness and Sanitation Standards

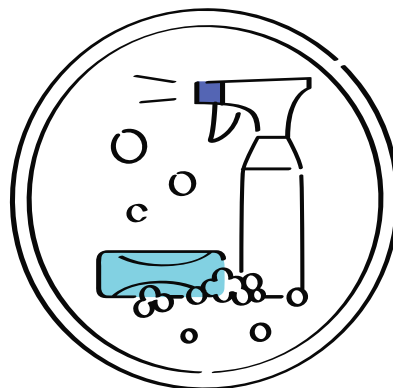
MAINTAINING A CLEAN, SANITARY ENVIRONMENT IS ESSENTIAL TO PROTECTING THE HEALTH AND SAFETY OF OUR CLIENTS, FAMILIES, AND STAFF. BECAUSE WE SERVE CHILDREN—MANY OF WHOM MAY HAVE DEVELOPING IMMUNE SYSTEMS OR MEDICAL VULNERABILITIES—ALL EMPLOYEES ARE RESPONSIBLE FOR FOLLOWING THE CLINIC’S CLEANLINESS AND SANITATION PROTOCOLS AT ALL TIMES.

KEY PROTOCOLS

- **DAILY CLEANING:** ALL SURFACES, THERAPY AREAS, TREATMENT ROOMS, RESTROOMS, AND COMMON SPACES ARE CLEANED AND DISINFECTED REGULARLY.
- **EQUIPMENT STERILIZATION:** THERAPY TOOLS AND SHARED MATERIALS ARE SANITIZED ACCORDING TO INDUSTRY STANDARDS TO PREVENT CROSS-CONTAMINATION.
- **SAFE SPACES:** WAITING AREAS, THERAPY ROOMS, AND STAFF WORKSPACES ARE KEPT CLEAN, COMFORTABLE, AND WELCOMING.
- **STAFF SUPPLIES:** HAND SANITIZER, GLOVES, MASKS, DISINFECTANT SPRAY, AND HOSPITAL-GRADE DISINFECTANT WIPES ARE AVAILABLE AT ALL CLINIC LOCATIONS FOR STAFF USE.

WHY IT MATTERS

- **SAFETY:** PROTECTS CLIENTS AND STAFF FROM ILLNESS.
- **PROFESSIONALISM:** A CLEAN ENVIRONMENT REFLECTS HIGH-QUALITY CARE.
- **CONFIDENCE:** CLIENTS FEEL SECURE IN A HYGIENIC, ORGANIZED, AND WELCOMING CLINIC.
- **BY FOLLOWING THE LCTY SPARKLING STANDARDS, EVERY TEAM MEMBER HELPS ENSURE OUR CLINICS REMAIN SAFE, CLEAN, AND PROFESSIONAL.**



THERAPEUTIC/ STAFF POLICIES



Policies & Procedures

DEPARTMENTAL MEETINGS PROCEDURE

• MEETING SCHEDULING

- DEPARTMENTAL MEETING IS SCHEDULED EVERY FIRST WEDNESDAY OF THE MONTH AT 10:00 A.M.
- IF IT IS DURING YOUR WORKING HOURS ATTENDANCE IS MANDATORY
- IF IT IS SCHEDULED OUTSIDE OF YOUR WORKING HOURS A RECORDING OF THE MEETING WILL BE PROVIDED IN THE UPCOMING NEWSLETTER EMAIL
- THERAPISTS MUST BE PUNCTUAL AND PREPARED TO ACTIVELY PARTICIPATE.

• VIDEO AND AUDIO REQUIREMENTS

- VIDEO PARTICIPATION IS MANDATORY FOR ALL VIRTUAL MEETINGS. CAMERAS MUST REMAIN ON FOR THE DURATION OF THE MEETING.
- AUDIO MUST BE ENABLED, AND MICROPHONES MUST BE FUNCTIONAL TO ENSURE CLEAR COMMUNICATION.

• MEETING ETIQUETTE

- THERAPISTS ARE EXPECTED TO REMAIN PRESENT, ENGAGED, AND RESPECTFUL DURING MEETINGS.
- IF UNABLE TO ATTEND DUE TO EXTENUATING CIRCUMSTANCES, THE THERAPIST MUST NOTIFY HR IN ADVANCE.

• FAILURE TO COMPLY

- FAILURE TO COMPLY WITH MEETING ATTENDANCE, VIDEO, OR SOUND REQUIREMENTS MAY RESULT IN DISCIPLINARY ACTION.



Policies & Procedures

INCIDENT REPORTING PROCEDURE

APPLIES TO: LICENSED THERAPISTS & THERAPY ASSISTANTS

- LICENSED THERAPISTS ARE RESPONSIBLE FOR ENSURING INCIDENTS INVOLVING ASSISTANTS UNDER THEIR SUPERVISION ARE REPORTED AND DOCUMENTED CORRECTLY.
- ALL INCIDENTS INVOLVING CLIENTS OR STAFF MUST BE REPORTED IMMEDIATELY. THIS PROTOCOL IS NON-NEGOTIABLE AND ESSENTIAL TO MAINTAINING SAFETY AND COMPLIANCE.

- **IMMEDIATE REPORTING:**
 - ANY INCIDENT, REGARDLESS OF SEVERITY, MUST BE REPORTED IMMEDIATELY TO MANAGEMENT OR THE FRONT DESK.

- **DOCUMENTATION**
 - ALL INCIDENTS MUST BE DOCUMENTED ACCURATELY AND THOROUGHLY TO MAINTAIN A CLEAR AND COMPLETE RECORD.

- **PARENT/GUARDIAN NOTIFICATION**
 - PARENTS OR GUARDIANS WILL BE NOTIFIED PROMPTLY WHEN AN INCIDENT IMPACTS THEIR CHILD OR DEPENDENT.

- **FAILURE TO REPORT**
 - FAILURE TO FOLLOW INCIDENT REPORTING PROCEDURES WILL RESULT IN A FORMAL WRITE-UP.

- **ADHERENCE ENSURES:**
 - PROMPT INCIDENT RESPONSE
 - APPROPRIATE SAFETY FOLLOW-UP
 - ACCURATE LEGAL AND OPERATIONAL DOCUMENTATION

Policies & Procedures

AT LITTLE CHAMPS THERAPY AND YOGA, THE SAFETY AND WELL-BEING OF OUR STAFF, CLIENTS, AND FAMILIES IS OUR TOP PRIORITY. WE WANT TO REMIND ALL EMPLOYEES THAT IF A NEW OR EXISTING THERAPIST EXHIBITS BEHAVIORAL CONCERNS, UNPROFESSIONAL CONDUCT, OR ACTIONS THAT APPEAR CONCERNING OR NOT ALIGNED WITH OUR VALUES, THIS MUST BE IMMEDIATELY REPORTED SO LEADERSHIP CAN REVIEW AND TAKE APPROPRIATE ACTION.

- **HOW TO REPORT:**

- VIA EMAIL TO THE DIRECTOR AND HUMAN RESOURCES
- VIA 3CX BY CONTACTING BOTH THE DIRECTOR AND HUMAN RESOURCES

ALL REPORTS WILL BE KEPT CONFIDENTIAL AND ANONYMOUS TO THE EXTENT POSSIBLE.

WE ENCOURAGE YOU TO REPORT CONCERNS IN GOOD FAITH—DOING SO HELPS US MAINTAIN A SAFE AND PROFESSIONAL ENVIRONMENT.

REPORTING CONCERNS IS NOT PUNITIVE—IT IS A SHARED RESPONSIBILITY AND A VITAL PART OF PROTECTING OUR STAFF, CLIENTS, AND FAMILIES. THANK YOU FOR YOUR CONTINUED COMMITMENT TO THE SAFETY AND VALUES OF LITTLE CHAMPS THERAPY AND YOGA.



Policies & Procedures

CALL LOG DOCUMENTATION STANDARDS

ACCURATE CALL LOGS ARE REQUIRED FOR PROFESSIONAL COMMUNICATION, CONTINUITY OF CARE, AND LEGAL DOCUMENTATION.

REQUIRED INFORMATION FOR ALL CALL LOGS

- **EACH CALL LOG MUST INCLUDE THE FOLLOWING:**

- CLIENT OR GUARDIAN FULL NAME
- STAFF MEMBER NAME OR INITIALS
- PURPOSE OF THE CALL (E.G., SCHEDULING, BILLING, TREATMENT UPDATE)
- SUMMARY OF THE CONVERSATION
- CALL OUTCOME OR STATUS (COMPLETED, VOICEMAIL LEFT, NO ANSWER)
- FOLLOW-UP PLAN, IF APPLICABLE

DISCHARGE CALL LOG REQUIREMENTS

- **DISCHARGE-RELATED CALLS MUST DOCUMENT:**

- PARENT/GUARDIAN AGREEMENT OR DISAGREEMENT WITH DISCHARGE
- NOTIFICATION THAT A RE-EVALUATION WILL BE SCHEDULED IN SIX (6) MONTHS IF DISCHARGE IS DECLINED
- EXACT PARENT/GUARDIAN RESPONSE AND FEEDBACK

- **TIMELINESS OF DOCUMENTATION**

- ALL CALL LOGS MUST BE ENTERED ON THE SAME DAY THE CALL OCCURS UNLESS SUPERVISOR APPROVAL IS OBTAINED.



Policies & Procedures

APPOINTMENT REMINDERS AND SCHEDULE CHANGES

• CLIENT COMMUNICATION

- WEEKLY SCHEDULES ARE SENT EVERY THURSDAY VIA AUTOMATED EMAIL.
- APPOINTMENT REMINDERS ARE SENT DAILY BEFORE 8:00 AM.
- TEXT REMINDERS ARE SENT ONE (1) DAY PRIOR FOR EVALUATIONS AND RE-EVALUATIONS.
- THE FRONT DESK CONFIRMS APPOINTMENTS THE DAY PRIOR. FAILURE TO COMPLETE CONFIRMATIONS MAY RESULT IN DISCIPLINARY ACTION.

• THERAPIST RESPONSIBILITIES

- THERAPISTS MUST REVIEW THEIR SCHEDULES DAILY FOR UPDATES OR CHANGES.
- OFFICE STAFF WILL NOTIFY THERAPISTS OF SAME-DAY APPOINTMENT CHANGES.

THERAPIST CANCELLATION POLICY

- THERAPISTS MUST REMAIN AVAILABLE DURING CANCELED APPOINTMENT TIMES.
- ONCE A CANCELED APPOINTMENT IS FILLED, THERAPISTS MAY NOT CANCEL DUE TO AVAILABILITY CHANGES.
- THERAPISTS ARE EXPECTED TO REMAIN FLEXIBLE AND AVAILABLE DESPITE OPEN OR CANCELED SLOTS

TELEHEALTH AND IN-HOME APPOINTMENT CONFIRMATION POLICY

- THIS POLICY APPLIES TO ALL LICENSED THERAPISTS PROVIDING TELEHEALTH AND IN-HOME SERVICES.
- THERAPY ASSISTANTS MAY NOT INDEPENDENTLY MODIFY TELEHEALTH OR IN-HOME SCHEDULES WITHOUT APPROVAL FROM THEIR SUPERVISING LICENSED THERAPIST OR THE ADMINISTRATIVE TEAM.

Policies & Procedures

- **CONFIRMATION PROCESS:**

- THERAPISTS MUST CONFIRM ALL TELEHEALTH AND IN-HOME APPOINTMENTS AT LEAST 24 HOURS IN ADVANCE.
- CONFIRMATIONS MUST BE DOCUMENTED IN PRACTICE PERFECT.
- THERAPISTS ARE RESPONSIBLE FOR CONFIRMING THE NEXT UPCOMING APPOINTMENT

- **CANCELLATIONS OR RESCHEDULING**

- THERAPISTS MUST NOTIFY CLIENTS AND THE ADMINISTRATIVE TEAM AT LEAST 24 HOURS IN ADVANCE WHEN POSSIBLE.
- SCHEDULING UPDATES MUST BE COMMUNICATED IMMEDIATELY VIA EMAIL.

- **NO SHOW PROCEDURES**

- FAILURE TO CONFIRM MAY RESULT IN APPOINTMENT REASSIGNMENT.
- REPEATED FAILURE TO CONFIRM SESSIONS MAY LEAD TO DISCIPLINARY ACTION.

- **TECHNICAL READINESS**

- THERAPISTS MUST VERIFY INTERNET, SOFTWARE, AND TECHNICAL READINESS AT LEAST 15 MINUTES BEFORE SESSIONS.
- TECHNICAL ISSUES MUST BE REPORTED IMMEDIATELY.



Policies & Procedures

TELETHERAPY NO-SHOW / NO-CALL POLICY

• THERAPIST RESPONSIBILITIES

- CONFIRM TELETHERAPY APPOINTMENTS IN ADVANCE.
- MUST CALL CLIENT IF THEY HAVE NOT LOGGED ON AFTER INITIAL 5 MINUTES
- AFTER 2 CONSECUTIVE NCNS PATIENT MUST BE NOTIFIED THAT SESSIONS WILL BE PLACED ON HOLD UNTIL FURTHER NOTICE
- THERAPIST MUST LOCK APPOINTMENT ON EMR SYSTEM AND PLACE APPOINTMENT NOTE THAT SESSION IS ON HOLD DUE TO CONSISTENT NCNS

• THREE-CALL CONFIRMATION PROCESS

- INITIAL SCHEDULING CONFIRMATION RECONFIRMATION CALL
- FINAL REMINDER CALL (NO CANCELLATIONS ACCEPTED; CANCELLATION FEES MAY APPLY)
- SAME-DAY ILLNESS OR CARE-RELATED ISSUES MAY RESULT IN A WAIVED FEE AT MANAGEMENT DISCRETION.

APPOINTMENT STATUS GUIDELINES

• REQUIRED STATUS UPDATES

- ARRIVED: UPON ARRIVAL MARK CLIENT AS ARRIVED AT CLINIC OR CLIENT HOME
- COMPLETED: UPON LEAVING MARK CLIENT AS COMPLETED AT CLINIC OR CLIENT HOME
- DID NOT ATTEND: MARK CLIENT AS "DID NOT ATTEND"-- DOCUMENT REASON FOR DELAY

• CLIENT NOT HOME

- CONTACT THE OFFICE BY PHONE BEFORE LEAVING THE PREMISES.

• COMPLIANCE

- FAILURE TO UPDATE APPOINTMENT STATUSES WILL RESULT IN DISCIPLINARY ACTION.

8-MINUTE RULE BILLING POLICY

- ONLY SESSIONS LASTING EIGHT (8) MINUTES OR LONGER ARE BILLABLE.
- THERAPISTS MUST PROVIDE A MINIMUM OF EIGHT (8) MINUTES OF TREATMENT, EVEN FOR LATE ARRIVALS.

TREATMENT AREA:

TO SUPPORT THE EFFECTIVENESS OF OUR TELEHEALTH SERVICES, WE ASK THAT YOU CONDUCT SESSIONS FROM A QUIET, PRIVATE AREA WITHIN THE CLINIC WHENEVER POSSIBLE. MINIMIZING BACKGROUND NOISE HELPS CREATE A COMFORTABLE AND FOCUSED ENVIRONMENT FOR OUR PATIENTS AND ALLOWS THEM TO ENGAGE FULLY AND CONFIDENTLY IN THEIR THERAPY.

THANK YOU FOR YOUR CONTINUED COLLABORATION AND COMMITMENT TO PROVIDING HIGH-QUALITY, PATIENT-CENTERED CARE. WE TRULY APPRECIATE YOUR FLEXIBILITY AND DEDICATION.

Policies & Procedures

DISCHARGE POLICY AND PROCEDURE

• DISCHARGE REQUESTS

- THE MOST RECENT TREATING OR EVALUATING THERAPIST MUST COMPLETE A DISCHARGE SUMMARY WITHIN 24 HOURS.

• DISCHARGE SUMMARY DOCUMENTATION

- DISCHARGE SUMMARIES MUST BE COMPLETED IN PRACTICE PERFECT UNDER DOCUMENTS.
- ENABLE CLIENT PORTAL ACCESS UPON COMPLETION.

• FRONT DESK NOTIFICATION

- NOTIFY THE FRONT DESK ONCE THE DISCHARGE SUMMARY IS COMPLETE.

PROGRESS NOTES PROCEDURE

• ROLE DISTINCTION:

- THERAPY ASSISTANTS ARE RESPONSIBLE FOR COMPLETING DOCUMENTATION ACCURATELY AND TIMELY.
- LICENSED THERAPISTS/SUPERVISORS ARE RESPONSIBLE FOR REVIEW, CORRECTION, AND FINAL AUTHORIZATION OF ALL SUPERVISED DOCUMENTATION.

• ASSISTANT RESPONSIBILITIES

- ENSURE TO ADD TIME IN/TIME OUT
- ADD SUPERVISOR NAME IN RIGHT HAND CORNER AND KEEP IT AS "INCOMPLETE" STATUS
- UNDER YOUR NAME MARK IT AS "COMPLETE SIGNED"
- NOTES MUST BE COMPLETED WITHIN 24 HOUR OF SESSION

• SUPERVISOR RESPONSIBILITIES

- REVIEW AND COSIGN NOTES
- ONCE NOTE REVIEWED MARK STATUS AS "COMPLETE SIGNED"



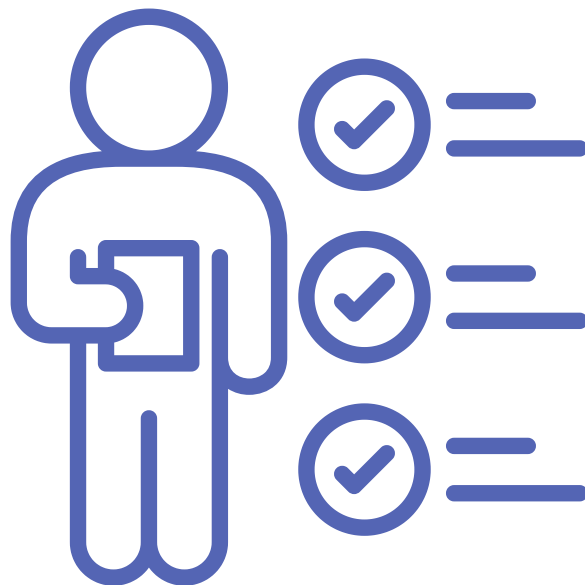
Policies & Procedures

RE-EVALUATION SCHEDULING REQUIREMENT:

- RE-EVALUATIONS MUST BE SCHEDULED BY THE TREATING THERAPIST AT LEAST THREE (3) WEEKS PRIOR TO AUTHORIZATION EXPIRATION.
- ALL RE-EVALUATIONS ARE LISTED IN A GOOGLE SHEET AND UPDATED WEEKLY
- ALL THERAPISTS ARE RESPONSIBLE FOR CHECKING THE GOOGLE SHEET DOCUMENT DAILY
- ONCE RE-EVALUATION IS SCHEDULED TREATING THERAPIST IS RESPONSIBLE TO ADD IN EVALUATING THERAPIST NAME, DATE OF RE-EVALUATION, AND MARK THE STATUS AS "SCHEDULED"
- ONCE RE-EVALUATION IS COMPLETED EVALUATING THERAPIST IS RESPONSIBLE FOR CHANGING THE STATUS TO "COMPLETE"
- FAILURE TO COMPLY MAY RESULT IN SERVICE INTERRUPTIONS AND AUTHORIZATION ISSUES.
- IF CLIENTS ARE BEING SEEN WITH EXPIRED AUTH AND RE-EVAL NOT SCHEDULED, THERAPIST IS NOT ELIGIBLE FOR THE REIMBURSEMENT OF THE SERVICES

TRANSLATION SERVICES FOR EVALUATIONS:

- ADMINISTRATIVE STAFF ARE RESPONSIBLE FOR SCHEDULING INTERPRETER/TRANSLATION SERVICES THROUGH THE PATIENT'S INSURANCE PROVIDER FOR EVALUATIONS AND RE-EVALUATIONS WHEN NEEDED. THERAPISTS SHOULD CONFIRM WITH THE FRONT DESK PRIOR TO THE APPOINTMENT THAT A TRANSLATOR HAS BEEN SCHEDULED. IF ANY ISSUES ARISE WHILE ARRANGING TRANSLATION SERVICES OR COORDINATING WITH THE INSURANCE PROVIDER, STAFF SHOULD NOTIFY A DIRECT SUPERVISOR FOR ASSISTANCE.



Policies & Procedures

SCHEDULING AND CLIENT QUESTIONS:

IF YOU HAVE ANY QUESTIONS REGARDING CLIENTS OR YOUR SCHEDULE, PLEASE SEND AN EMAIL TO HR TO SCHEDULE A VIRTUAL MEETING.

DURING THE MEETING, WE WILL INCLUDE YOUR SCHEDULED SUPERVISOR AND THE FRONT DESK STAFF FROM YOUR LOCATION TO ENSURE ALL QUESTIONS AND CONCERNS ARE ADDRESSED EFFICIENTLY.



Policies & Procedures

FAXING OUT A PLAN OF CARE (POC) & ADDING CERTIFICATION PERIOD:

1. LOG IN TO PRACTICE PERFECT AND OPEN THE PLAN OF CARE BY FLAGGING IT AND CLICKING ON THE PENCIL ICON.
2. COMPLETE THE PLAN OF CARE NOTES AND ADD A CO-SIGNER (ONLY FOR ATA INSURANCE). PLEASE REMEMBER NOT ALL POC NEEDS CO-SIGNER, ONLY ATA INSURANCE NEEDS A CO-SIGNER (CREDENTIALLED THERAPIST WITH ATA INSURANCE TO GET AUTHORIZATION). BELOW SCREENSHOT SHOWS WHERE YOU CAN FIND INSURANCE DETAILS OF PATIENT.
3. KEEP THE PRIMARY STATUS AS "COMPLETE UNSIGNED," AND MAKE THE FOLLOWING CHANGES AS REQUIRED
4. FILL IN THE TREATMENT PLAN AND CERTIFICATION PERIOD ACCORDING TO THE PREVIOUS AUTHORIZATION RECEIVED.
5. TO ADD THE CORRECT CERTIFICATION PERIOD, FOLLOW THE STEPS: GO TO THE CLIENT HOME PAGE, THEN CLICK ON INCIDENTS AND TREATMENT PLAN. SELECT THE APPROPRIATE INCIDENT. AT THE BOTTOM, THE LATEST AUTHORIZATION WILL BE DISPLAYED. BASED ON THE LATEST AUTHORIZATION (WITH A LAST DATE OF 01/01/2025), SET THE CERTIFICATION PERIOD TO 01/02/2025 - 07/02/2025 (26 WEEKS).
6. AFTER ADDING THE CERTIFICATION PERIOD, SIGN THE DOCUMENT TO FAX IT TO THE FAMILY PHYSICIAN.
7. PLEASE INCLUDE THE FOLLOWING "FAX COMMENT" AS SPECIFIED, ENSURING THAT THE CORRECT INCIDENT IS ENTERED WITH DR. NAME:

"DR. PLEASE REVIEW, SIGN, AND SEND BACK ALL PAGES OF ST/PT/OT POC AT (561) 705 - 7501. IF YOU HAVE ANY QUESTIONS, PLEASE CALL 561-494-4499 THANK YOU FOR ALLOWING US TO SERVICE YOUR CLIENTS! IMPORTANT: THIS FACSIMILE TRANSMISSION CONTAINS CONFIDENTIAL INFORMATION, SOME OR ALL OF WHICH MAY BE PROTECTED HEALTH INFORMATION AS DEFINED BY THE FEDERAL HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT (HIPAA) PRIVACY RULE. THIS TRANSMISSION IS INTENDED FOR THE EXCLUSIVE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PROPRIETARY, PRIVILEGED, CONFIDENTIAL AND /OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF YOU ARE NOT THE INTENDED RECIPIENT (OR AN EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THIS FACSIMILE TRANSMISSION TO THE INTENDED RECIPIENT), YOU ARE HEREBY NOTIFIED THAT ANY DISCLOSURE, DISSEMINATION, DISTRIBUTION OR COPYING OF THIS INFORMATION IS STRICTLY PROHIBITED AND MAY BE SUBJECT TO LEGAL RESTRICTION OR SANCTION. PLEASE NOTIFY THE SENDER BY TELEPHONE (NUMBER LISTED ABOVE) TO ARRANGE THE RETURN OR DESTRUCTION OF THE INFORMATION AND ALL COPIES.

8. PLEASE CHECK BOX "PORTAL" AS BEFORE FAXING OUT POC
9. ADD A CALL LOG FOR PRARTHANA.PAVALAVANNAN, WITH A FOLLOW-UP DATE SET FOR 3 BUSINESS DAYS. THEN, CLICK OK.



Integrity Guidelines

1. PROTECT DIRECT THERAPY TIME

- SESSIONS BEGIN AND END ON TIME.
- MATERIALS ARE PREPPED BEFORE THE CHILD ENTERS THE ROOM.
- LIMIT NON-ESSENTIAL CONVERSATION DURING TREATMENT TIME.
- PARENT UPDATES SHOULD BE STRUCTURED AND CONCISE (2-3 MINUTES UNLESS CLINICALLY NECESSARY).
- DOCUMENTATION SHOULD NOT REDUCE ACTIVE TREATMENT TIME UNLESS REQUIRED FOR SAFETY OR COMPLIANCE.
- MAKE SURE TO USE CANCELLATIONS/NO SHOWS FOR DOCUMENTATION TIME

2. BALANCE TECHNOLOGY USE

- IPADS AND DIGITAL TOOLS MUST BE USED INTENTIONALLY AND TIED DIRECTLY TO A CLINICAL GOAL.
- EVERY SESSION SHOULD INCLUDE HANDS-ON, PLAY-BASED, OR MOVEMENT-BASED INTERVENTION UNLESS CONTRAINDICATED.
- THERAPISTS SHOULD BRIEFLY EXPLAIN THE PURPOSE OF TECHNOLOGY WHEN USED (E.G., "WE'RE USING THIS TO MODEL LANGUAGE AND INCREASE ENGAGEMENT.").

3. ENHANCE THE PARENT EXPERIENCE

- GREET EACH FAMILY WARMLY.
- AVOID APPEARING RUSHED BETWEEN SESSIONS.
- PROVIDE CONCISE, MEANINGFUL PARENT EDUCATION TIED TO PROGRESS.
- REINFORCE CARRYOVER STRATEGIES CLEARLY AND CONFIDENTLY.

4. MAINTAIN A CHILD-FRIENDLY, REGULATED ENVIRONMENT

- BE MINDFUL OF VOICE LEVELS IN SHARED SPACES.
- USE CALMING STRATEGIES (WHITE NOISE, SOFT REDIRECTION) WHEN APPROPRIATE.
- KEEP THERAPY SPACES VISUALLY WELCOMING AND ORGANIZED.



Policies & Procedures: ABA Staff

THIS SECTION OUTLINES MANDATORY POLICIES, PROCEDURES, AND EXPECTATIONS FOR ALL ABA DEPARTMENT STAFF, INCLUDING BOARD CERTIFIED BEHAVIOR ANALYSTS (BCBAS) AND REGISTERED BEHAVIOR TECHNICIANS (RBTs). COMPLIANCE WITH THESE POLICIES IS REQUIRED TO ENSURE ETHICAL SERVICE DELIVERY, OPERATIONAL EFFICIENCY, AND REGULATORY COMPLIANCE.

ABA TEAMING & SCHEDULING POLICY

• BCBA SCHEDULING RESPONSIBILITIES

- BCBAS ARE RESPONSIBLE FOR RECONFIRMING THEIR SCHEDULES EVERY FRIDAY FOR THE FOLLOWING WEEK. THIS INCLUDES SUPERVISION SESSIONS AND PARENT TRAINING APPOINTMENTS.
- THE OFFICE WILL SEND A REMINDER EMAIL EVERY THURSDAY; HOWEVER, RESPONSIBILITY FOR CONFIRMATION REMAINS WITH THE BCBA.
- BCBAS MUST ALSO RECONFIRM APPOINTMENTS THE DAY BEFORE AND THE DAY OF SCHEDULED SESSIONS.

• FILLING CANCELLED OR RESCHEDULED APPOINTMENTS

- IF A CLIENT CANCELS OR RESCHEDULES, BCBAS ARE REQUIRED TO FILL OPEN SUPERVISION AND PARENT TRAINING SLOTS USING AVAILABLE CLIENTS LISTED ON THEIR SUNDAY SUPERVISION SCHEDULE.
- DESIGNATED WRITE-UP TIME BLOCKS ON SUNDAYS MAY ALSO BE USED FOR SCHEDULING WHEN APPROPRIATE.

• CANCELLATION & NO-CALL/NO-SHOW

- LAST-MINUTE CANCELLATIONS AND NO-CALL/NO-SHOW SITUATIONS ARE NO LONGER ACCEPTABLE.
- BCBAS ARE EXPECTED TO MONITOR RBT SCHEDULES AND PROACTIVELY CREATE BACKUP PLANS TO ENSURE COVERAGE IF A CLIENT OR RBT IS UNABLE TO ATTEND.
- SCHEDULING NOTES AND GUIDANCE WILL BE AVAILABLE WITHIN SUNDAY APPOINTMENT NOTES.

Policies & Procedures: ABA Staff

- **PARENT TRAINING ATTENDANCE**

- ONE MISSED PARENT TRAINING SESSION WILL RESULT IN A STRICT WARNING.
- BCBAS ARE RESPONSIBLE FOR COORDINATING WITH THE ASSIGNED RBT TO INFORM PARENTS THAT THE SECOND SESSION IS MANDATORY.
- A SECOND MISSED PARENT TRAINING SESSION WILL RESULT IN REMOVAL OF THE CLIENT FROM THE RBT'S SCHEDULE.

- **SUPERVISION TRACKING & COMMUNICATION**

- BOTH BCBAS AND RBTS ARE RESPONSIBLE FOR TRACKING SUPERVISION REQUIREMENTS FOR EACH CLIENT.
- DEDICATED 3CX GROUPS MUST BE USED FOR DIRECT COMMUNICATION BETWEEN BCBAS AND RBTS.

- **COMPLIANCE & ACCOUNTABILITY**

- COMPLIANCE WITH ALL SCHEDULING AND TEAMING REQUIREMENTS IS MANDATORY.
- FAILURE TO COMPLY MAY RESULT IN CORRECTIVE ACTION, INCLUDING PTO DEDUCTIONS.

NEED-TO-KNOW INFORMATION: WHO TO CONTACT

- **SCHEDULING & CASELOAD**

- RBT SCHEDULING: ABA ADMINISTRATIVE STAFF – CONTACT FOR RESCHEDULING, CANCELLATIONS, APPOINTMENT STATUS UPDATES, OR CASELOAD CHANGE REQUESTS.
- BCBA SCHEDULING: ABA MANAGER – CONTACT FOR BCBA APPOINTMENT CHANGES OR SUPERVISING RBT CHANGES.

- **TIMEKEEPING & PAYROLL**

- TIMESHEETS: PAYROLL DEPARTMENT – ALL TIMESHEET QUESTIONS MUST BE SENT TO TIMESHEET@LITTLECHAMPSTHERAPY.COM.
- PAYROLL MAY BE HELD IF RBT CHARGES OR SESSION NOTES ARE INCOMPLETE OR MISSING.
- STAFF MUST NOT CONTACT SUPERVISORS, ADMINISTRATIVE STAFF, OR LEADERSHIP REGARDING PAYROLL QUESTIONS.

Policies & Procedures: ABA Staff

• **TIME-OFF REQUESTS**

- SUBMIT TIME-OFF REQUESTS THROUGH THE EMPLOYEE PORTAL AT LITTLECHAMPSTHERAPY.COM/EMPLOYEES.
- RBT'S ARE RESPONSIBLE TO TRY TO FIND COVERAGE FOR YOUR SHIFT VIA YOUR RBT GROUPCHAT.

• **PRACTICE PERFECT CHARGES**

- RBTS: CONTACT YOUR SUPERVISING BCBA FOR GUIDANCE.
- BCBAS: CONTACT THE ABA DEPARTMENT MANAGER FOR CHARGE CORRECTIONS, DELETIONS, OR ACCESS ISSUES.

• **CANCELLATIONS/ NO-CALL NO-SHOW**

- RBTS MUST NOTIFY THEIR SUPERVISING BCBA AND THE ABA SCHEDULING LEAD IF A CLIENT CANCELS AND UPDATE THEIR SCHEDULES ACCORDINGLY.
- IF THE RBT IS CANCELLING; INFORM THE BCBA, PARENT AND ABA DEPARTMENT AND UPDATE THE SCHEDULE ACCORDINGLY WITH AN APPOINTMENT NOTE.
- FOR BCBA'S THAT CALL OUT; PLEASE UPDATE THE SCHEDULE ACCORDINGLY WITH AN APPOINTMENT NOTE AND NOTIFY HR WITH AN EMAIL.

• **ATTENDANCE & LATENESS**

- ABSENCES: NOTIFY HR AT HR@LITTLECHAMPSTHERAPY.COM THE NIGHT BEFORE OR MORNING OF THE ABSENCE.
- LATE ARRIVAL: NOTIFY THE ABA MANAGER AND BCBA VIA EMAIL OR 3CX AT ABA@LITTLECHAMPSTHERAPY.COM.

RBT DAILY RESPONSIBILITIES

- RBTS MUST COMPLETE ALL CHARGES, SESSION NOTES, AND APPOINTMENT STATUS UPDATES WITHIN 24 HOURS.
- SCHEDULES MUST BE REVIEWED DAILY AND MAINTAINED AT LEAST ONE (1) MONTH IN ADVANCE.
- FAILURE TO MEET DOCUMENTATION AND SCHEDULING REQUIREMENTS MAY IMPACT PAYROLL PROCESSING.

MANDATORY MEETINGS

RBTS WILL BE PAID 50% OF THEIR CONTRACTED PAY RATE FOR ALL MANDATORY MEETINGS. THIS INCLUDES INITIAL ONBOARDING TRAINING, DEPARTMENT MEETINGS, TRAININGS WITH THE BCBA (TRAININGS ARE SEPARATE FROM SUPERVISION), THE INITIAL CASELOAD MEETING WITH THE BCBA WHEN FIRST STARTING WITH THE COMPANY, AND ESE MEETINGS FOR RBTS ASSIGNED TO SCHOOL CASES.

CASELOAD MEETINGS ARE ONLY PAID FOR THE INITIAL MEETING THAT OCCURS WHEN AN RBT FIRST BEGINS WITH THE COMPANY. ANY ADDITIONAL OR ONGOING CASELOAD MEETINGS AFTER THE INITIAL MEETING ARE UNPAID.

TO RECEIVE PAYMENT, ATTENDANCE AT THESE MEETINGS MUST BE PROPERLY DOCUMENTED ON YOUR SCHEDULE AND TIMESHEET. IF THE MEETING IS NOT REFLECTED ON BOTH, PAYMENT CANNOT BE ISSUED.

Policies & Procedures: ABA Staff

RBT TRAINING & ONBOARDING EXPECTATIONS

- TRAINING RBT RESPONSIBILITIES
 - TRAIN ASSIGNED RBTS ON CHARGES, NOTES, AND ENSORA.
 - ENSURE TRAINEES ACTIVELY CONFIRM UNDERSTANDING OF ALL TRAINING MATERIAL.
 - TRAINING MUST BE HANDS-ON AND DEMONSTRATED, NOT SOLELY VERBAL OR WRITTEN.
 - UPON COMPLETION, NOTIFY THE ABA MANAGER IMMEDIATELY CONFIRMING TRAINING WAS COMPLETED THOROUGHLY.
 - ESCALATE ANY QUESTIONS, CONCERNS, OR BARRIERS TO THE ABA
- BCBA RESPONSIBILITIES IN TRAINING
 - FOLLOW UP WITH NEW RBTS TO CONFIRM FULL UNDERSTANDING OF DOCUMENTATION AND BILLING.
 - ADDRESS ERRORS OR GAPS IMMEDIATELY USING DIRECT DEMONSTRATION AND SUPERVISION.
 - COMMUNICATE ONGOING CONCERNS TO THE ABA MANAGER WITHOUT DELAY.
 - PROPER DOCUMENTATION AND BILLING ARE SHARED RESPONSIBILITIES BETWEEN TRAINING RBTS AND BCBAS.

WEEKLY REVIEW OF CHARGES, NOTES, AND DATA

- BCBAS MUST REVIEW RBT CHARGES, SESSION NOTES, AND ENSORA DATA WEEKLY AND ARE RESPONSIBLE FOR UPDATEING THE RBT SUPERVISION EXCEL SHEET ON A WEEKLY BASIS TO REFLECT EACH RBT'S SUPERVISION STATUS.
- ACCURACY AND COMPLETENESS OF DOCUMENTATION ARE CRITICAL COMPONENTS OF SUPERVISION AND COMPLIANCE

PARENT TRAINING VERIFICATION REQUIREMENT

- DURING PARENT TRAINING SESSIONS, BCBAS MUST VERIFY THE CHILD'S OVERALL PROGRESS AND WELL-BEING, REVIEW SUPERVISION SESSIONS CONDUCTED WITH THE RBT, AND CONFIRM THAT THE ASSIGNED RBT IS CONSISTENTLY PROVIDING SERVICES AS SCHEDULED AND PERFORMING SATISFACTORILY WITH OBSERVABLE PROGRESS.
- ANY CONCERNS OR ISSUES REPORTED BY THE PARENT MUST BE DOCUMENTED IN THE NOTES SECTION OF THE RBT SUPERVISION EXCEL SHEET AND COMMUNICATED TO THE ABA MANAGER.

DOCUMENTATION INTEGRITY & ETHICAL COMPLIANCE

- DISCREPANCIES BETWEEN DOCUMENTED SERVICES AND ACTUAL SERVICE DELIVERY ARE STRICTLY PROHIBITED. BCBAS MUST PAIR DOCUMENTATION REVIEW WITH PARENT FEEDBACK TO CONFIRM SERVICES WERE RENDERED AS REPORTED.
- WHEN INITIALLY ASSIGNED TO A CASE, A CASELOAD MEETING WILL BE CONDUCTED PRIOR TO THE START OF SERVICES. FOLLOWING THIS MEETING, THE PROVIDER WILL HAVE THE OPPORTUNITY TO EITHER CONFIRM OR DECLINE THE CASE.
- IF THE CASE IS CONFIRMED AND SERVICES HAVE BEGUN, BUT THE PROVIDER LATER DETERMINES THE CASE MAY NOT BE A GOOD FIT, THEY MUST CONTACT THE ABA MANAGER TO REVIEW THE SITUATION AND DISCUSS THE CONCERNS AND REASONING BEFORE ANY FURTHER CHANGES OR DECISIONS ARE MADE.
- THE PENDING TASKS TAB IN PRACTICE PERFECT PROVIDES A CENTRALIZED VIEW OF ALL OUTSTANDING DOCUMENTATION THAT REQUIRES COMPLETION. THIS FEATURE ALLOWS CLINICIANS TO QUICKLY IDENTIFY UNFINISHED NOTES, REPORTS, AND OTHER REQUIRED RECORDS, HELPING ENSURE DOCUMENTATION IS COMPLETED ACCURATELY AND ON TIME. THIS FUNCTION HAS BEEN REVIEWED IN PRIOR TRAINING, AND THE INFORMATION IS BEING INCLUDED AGAIN TO SUPPORT ONBOARDING FOR A NEW JOINT THERAPIST AND TO REINFORCE CONSISTENT USE OF THE FEATURE ACROSS THE TEAM.

SUPERVISION TRACKING & COMMUNICATION

BOTH BCBAS AND RBTS ARE RESPONSIBLE FOR TRACKING SUPERVISION REQUIREMENTS FOR EACH CLIENT.

DEDICATED 3CX GROUPS MUST BE USED FOR DIRECT COMMUNICATION BETWEEN BCBAS AND RBTS.

RBT'S AND BCBA'S PROFESSIONAL STANDARDS

- ALL SESSION NOTES, REMINDERS, AND CHARGES MUST BE ENTERED WITHIN 24 HOURS.
- UNIFORMS AND ASSIGNED NAME BADGES ARE MANDATORY ONCE ISSUED.
- FAILURE TO COMPLY WITH PROFESSIONAL STANDARDS MAY RESULT IN DISCIPLINARY ACTION OR PAYROLL IMPACT.

BCBA PLAN OF CARE DOCUMENTATION

BCBAS ARE ALLOTTED ONE (1) HOUR TO COMPLETE AN INITIAL EVALUATION OR RE-EVALUATION AND FIVE (5) HOURS OF DOCUMENTATION TIME TO COMPLETE THE PLAN OF CARE (POC).

ALL POCs MUST BE SUBMITTED TO ABA@LITTLECHAMPSTHERAPY.COM ON THE SCHEDULED COMPLETION DATE. IF ADDITIONAL TIME IS NEEDED, THE BCBA MUST CONTACT THE ABA SCHEDULING LEAD IN ADVANCE TO REQUEST APPROVAL FOR ADDITIONAL DOCUMENTATION TIME.

IF ADDITIONAL DOCUMENTATION TIME IS ADDED TO THE SCHEDULE WITHOUT PRIOR APPROVAL, OR IF THE POC IS NOT SUBMITTED ON TIME AND THE ABA SCHEDULING LEAD MUST FOLLOW UP AND ADD TIME TO THE SCHEDULE, PTO HOURS WILL BE DEDUCTED FOR THE ADDITIONAL TIME.

ACKNOWLEDGMENT OF COMPLIANCE

- ALL ABA DEPARTMENT STAFF ARE REQUIRED TO UNDERSTAND AND ADHERE TO THE POLICIES OUTLINED IN THIS SECTION. FAILURE TO COMPLY MAY RESULT IN CORRECTIVE ACTION IN ACCORDANCE WITH COMPANY POLICY

Administrative Staff

THIS SECTION OUTLINES THE RESPONSIBILITIES, PROCEDURES, AND PROFESSIONAL STANDARDS FOR FRONT DESK AND ADMINISTRATIVE STAFF AT LITTLE CHAMPS THERAPY & YOGA. THESE GUIDELINES ENSURE A WELCOMING ENVIRONMENT, EFFICIENT OPERATIONS, AND CONSISTENT CLIENT EXPERIENCE.

PROFESSIONAL CONDUCT & DRESS CODE:

- ALL FRONT DESK AND ADMINISTRATIVE STAFF ARE EXPECTED TO MAINTAIN THE HIGHEST STANDARDS OF PROFESSIONALISM AT ALL TIMES.
- MAINTAIN A NEAT, CLEAN, AND PROFESSIONAL APPEARANCE IN ACCORDANCE WITH THE MANDATORY COMPANY UNIFORM POLICY
- BE PUNCTUAL, RELIABLE, AND DEPENDABLE FOR ALL SCHEDULED SHIFTS
- HANDLE ALL CONFIDENTIAL AND SENSITIVE INFORMATION WITH DISCRETION AND PROFESSIONALISM
- BE COURTEOUS, RESPECTFUL, AND HELPFUL TO ALL CLIENTS, VISITORS, AND STAFF

DAILY RESPONSIBILITIES

- FRONT DESK AND ADMINISTRATIVE STAFF ARE EXPECTED TO MAINTAIN A PROFESSIONAL, ORGANIZED, AND SUPPORTIVE ENVIRONMENT AT ALL TIMES.
- GREET ALL VISITORS, CLIENTS, AND STAFF WITH PROFESSIONALISM AND WARMTH
- ANSWER AND DIRECT PHONE CALLS PROMPTLY AND COURTEOUSLY CHECK AND RESPOND TO ASSIGNED EMAILS THROUGHOUT THE DAY
- MAINTAIN CLEANLINESS AND ORGANIZATION OF THE FRONT DESK AND CLINIC AREAS
- SCHEDULE APPOINTMENTS AND MAINTAIN THERAPIST SCHEDULES ACCURATELY
- CHARGE CLIENTS FOR VISITS AND CONFIRM UPCOMING APPOINTMENTS
- RECEIVE, LOG, AND DISTRIBUTE MAIL AND PACKAGES
- MONITOR OFFICE SUPPLY LEVELS AND NOTIFY MANAGEMENT WHEN RESTOCKING IS NEEDED

Administrative Staff

OPENING PROCEDURES

- FRONT DESK STAFF ARE RESPONSIBLE FOR ENSURING THE CLINIC IS FULLY OPERATIONAL BEFORE OPENING HOURS.
- ARRIVE 5-10 MINUTES PRIOR TO SCHEDULED OPENING TIME
- UNLOCK FRONT ENTRANCE DOORS
- TURN ON LIGHTS, PHONE SYSTEMS, AND FRONT DESK COMPUTER CHECK VOICEMAIL AND EMAIL FOR URGENT MESSAGES
- RESTOCK FRONT DESK SUPPLIES AS NEEDED
- REVIEW THE DAILY CALENDAR FOR SCHEDULED APPOINTMENTS OR MEETINGS
- CLEAN AND DISINFECT THE FRONT DESK AND OFFICE AREAS
- SEND REMINDER TEXT MESSAGES FOR EVALUATIONS AND RE-EVALUATIONS

CLOSING PROCEDURES

- AT THE END OF THE BUSINESS DAY, FRONT DESK STAFF MUST ENSURE THE CLINIC IS SECURED AND PREPARED FOR THE FOLLOWING DAY.
- TIDY AND ORGANIZE THE FRONT DESK AREA SHUT DOWN COMPUTERS AND PHONE SYSTEMS
- SECURE AND LOCK ALL CABINETS CONTAINING CONFIDENTIAL FILES
- CONFIRM THAT ALL FRONT AND BACK DOORS ARE LOCKED (IF APPLICABLE)
- DOCUMENT ANY ITEMS REQUIRING FOLLOW-UP FOR THE NEXT BUSINESS DAY
- EMPTY TRASH AND ENSURE THE AREA IS CLEAN



Administrative Staff

PHONE & EMAIL ETIQUETTE

• PHONE STANDARDS

- ANSWER ALL INCOMING CALLS WITHIN THREE (3) RINGS
- USE THE APPROVED GREETING:
- "GOOD MORNING / GOOD AFTERNOON, THANK YOU FOR CALLING LITTLE CHAMPS THERAPY & YOGA. THIS IS [YOUR NAME], HOW MAY I HELP YOU?"
- TAKE CLEAR, DETAILED MESSAGES WHEN NECESSARY
- TRANSFER CALLS PROFESSIONALLY AND COURTEOUSLY

• EMAIL STANDARDS

- MAINTAIN A PROFESSIONAL AND COURTEOUS TONE AT ALL TIMES
- CHECK EMAILS FOR GRAMMAR AND SPELLING PRIOR TO SENDING
- RESPOND TO EMAILS WITHIN THE SAME BUSINESS DAY WHENEVER POSSIBLE
- USE THE COMPANY-APPROVED EMAIL SIGNATURE, INCLUDING FIRST NAME, LAST INITIAL, JOB TITLE, AND EXTENSION

CLIENT MANAGEMENT & FRONT DESK INTERACTION

- WELCOME ALL CLIENTS AND GUESTS WITH A FRIENDLY AND
- PROFESSIONAL DEMEANOR
- ASK CLIENTS TO CHECK IN UPON ARRIVAL AND OFFER SEATING
- ENSURE NEW CLIENTS COMPLETE ALL REQUIRED CONSENT FORMS AND DOCUMENTATION
- NOTIFY APPROPRIATE THERAPISTS OR STAFF OF CLIENT ARRIVALS PROMPTLY
- ENSURE NEW CLIENTS COMPLETE ALL REQUIRED CONSENT FORMS AND
- DOCUMENTATION
- NOTIFY APPROPRIATE THERAPISTS OR STAFF OF CLIENT ARRIVALS PROMPTLY

Administrative Staff

MAIL & PACKAGE HANDLING

- COLLECT INCOMING MAIL AND PACKAGES DAILY
- DISTRIBUTE MAIL AND PACKAGES TO APPROPRIATE STAFF OR DEPARTMENTS PROMPTLY
- PREPARE AND SEND OUTGOING MAIL PRIOR TO THE FINAL DAILY PICKUP

OFFICE SUPPLIES & INVENTORY MANAGEMENT

- COLLECT INCOMING MAIL AND PACKAGES DAILY
- MONITOR INVENTORY LEVELS OF OFFICE SUPPLIES (E.G., PENS, PAPER, FOLDERS)
- PLACE SUPPLY ORDERS OR NOTIFY MANAGEMENT WHEN STOCK IS LOW MAINTAIN A CLEAN, ORGANIZED, AND CLEARLY LABELED SUPPLY AREA
- TRACK AND FOLLOW UP ON SPECIAL SUPPLY REQUESTS FOR STAFF AS NEEDED

PROFESSIONAL STANDARDS & COMPLIANCE

- FRONT DESK AND ADMINISTRATIVE STAFF PLAY A CRITICAL ROLE IN CLIENT EXPERIENCE AND CLINIC OPERATIONS. FAILURE TO FOLLOW THESE PROCEDURES MAY RESULT IN CORRECTIVE ACTION IN ACCORDANCE WITH COMPANY POLICY.
- ALL STAFF ARE EXPECTED TO UPHOLD CONFIDENTIALITY, PROFESSIONALISM, AND ORGANIZATIONAL STANDARDS AT ALL TIMES.

CLIENT REMINDER COMMUNICATION

• TEMPLATE:

- FRONT DESK STAFF MUST MAINTAIN AN APPROVED REMINDER TEMPLATE FOR MISSED OR UPCOMING APPOINTMENTS.

EXAMPLE TEMPLATE:

HELLO,WE NOTICED THAT YOU MISSED YOUR APPOINTMENT SCHEDULED FOR [TIME] AM/PM. WE HOPE YOU ARE ON YOUR WAY. IF YOU NEED TO RESCHEDULE, PLEASE CONTACT OUR OFFICE AT YOUR EARLIEST CONVENIENCE. THANK YOU, LITTLE CHAMPS THERAPY & YOGA

Administrative Staff

CALL LOG DOCUMENTATION STANDARDS

ACCURATE AND TIMELY CALL LOG DOCUMENTATION IS REQUIRED FOR ALL STAFF AND SERVES AS LEGAL AND OPERATIONAL RECORDKEEPING.

ATTENDANCE & DOCUMENTATION EXPECTATIONS

- FRONT DESK ATTENDANCE IS MANDATORY FOR THIS POSITION
- ATTENDANCE ISSUES MAY IMPACT PTO ELIGIBILITY AND BENEFIT STATUS
- ALL REQUIRED DAILY DOCUMENTATION, INCLUDING JEEP NOTES, MUST BE COMPLETED BEFORE THE END OF EACH BUSINESS DAY
- FAILURE TO COMPLY MAY RESULT IN CORRECTIVE ACTION IN ACCORDANCE WITH COMPANY POLICY

TRANSLATION SERVICES

- THE FRONT DESK IS RESPONSIBLE FOR SCHEDULING INTERPRETER/TRANSLATION SERVICES AS NEEDED FOR EVALUATIONS AND RE-EVALUATIONS TO ENSURE EFFECTIVE COMMUNICATION WITH PATIENTS AND FAMILIES. IF ANY SCHEDULING CONCERNS OR ISSUES ARISE, THE FRONT DESK MUST PROMPTLY NOTIFY A DIRECT SUPERVISOR FOR ASSISTANCE.



Educational/ Informational Resources

GOOGLE CLASSROOM RESOURCES FOR LITTLE CHAMPS THERAPY & YOGA

LITTLE CHAMPS THERAPY & YOGA HAS A GOOGLE CLASSROOM AVAILABLE FOR ALL THERAPISTS AND STAFF. THIS PLATFORM IS FILLED WITH HELPFUL AND INFORMATIVE CONTENT DESIGNED TO SUPPORT YOUR WORK AND DEVELOPMENT. BELOW ARE THE LINKS TO VARIOUS IMPORTANT RESOURCES:

PRACTICE PERFECT RESOURCES AND NAVIGATION ASSISTANCE

ACCESS IMPORTANT RESOURCES AND GUIDANCE FOR NAVIGATING PRACTICE PERFECT:
[HTTPS://CLASSROOM.GOOGLE.COM/C/MJAZOTUWMZK1MDKY?CJC=FRT3IYM](https://classroom.google.com/c/MJAZOTUWMZK1MDKY?CJC=FRT3IYM)

STANDARDIZED ASSESSMENTS

LEARN ABOUT STANDARDIZED ASSESSMENTS AND HOW TO USE THEM:
[HTTPS://CLASSROOM.GOOGLE.COM/C/MTUYNTQ1NDK0ODY5?CJC=A2WK7VR](https://classroom.google.com/c/MTUYNTQ1NDK0ODY5?CJC=A2WK7VR)

PARENT AND THERAPIST RESOURCES

HELPFUL CONTENT ON TOPICS SUCH AS MELTDOWNS, SENSORY PROCESSING, AND WRITING SOAP NOTES: [HTTPS://CLASSROOM.GOOGLE.COM/C/OTIZODG5NZYXMZHA?CJC=EKVMION](https://classroom.google.com/c/OTIZODG5NZYXMZHA?CJC=EKVMION)

PROSTHETICS/ORTHOTICS (DME SUPPLIES, LETTER OF MEDICAL NECESSITY)

RESOURCES FOR UNDERSTANDING AND USING PROSTHETICS/ORTHOTICS AND RELATED DOCUMENTATION: [HTTPS://CLASSROOM.GOOGLE.COM/C/MTCZMZUYNDG2NTUZ?CJC=CNAJOCS](https://classroom.google.com/c/MTCZMZUYNDG2NTUZ?CJC=CNAJOCS)

FREQUENTLY ASKED QUESTIONS (FAQS)

A COLLECTION OF FREQUENTLY ASKED QUESTIONS FOR QUICK REFERENCE:
[HTTPS://CLASSROOM.GOOGLE.COM/C/MJAZOTQ5MDC1NJC3?CJC=HTOWD4U](https://classroom.google.com/c/MJAZOTQ5MDC1NJC3?CJC=HTOWD4U)

HUMAN RESOURCES (INCIDENT REPORT, LETTERHEAD)

ACCESS HR RESOURCES INCLUDING INCIDENT REPORTS AND LETTERHEAD TEMPLATES:
[HTTPS://CLASSROOM.GOOGLE.COM/C/MJAZOTM3NZMONTQ2?CJC=ADV2JQY](https://classroom.google.com/c/MJAZOTM3NZMONTQ2?CJC=ADV2JQY)

Google Classroom Codes:

LCTY EVENTS : TXR4XWW

ABA: 54VDMGW

PROSTHETICS/ORTHOTICS/ASSISTIVE DEVICE: CNAJOCS

PRACTICE PERFECT RESOURCES: FRT3IYM

FREQUENTLY ASKED QUESTIONS: HTOWD4U

PARENT/THERAPIST RESOURCE LIBRARY: EKVMION

HUMAN RESOURCES: ADV2JQY

STANDARDIZED ASSESSMENTS: XA2WK7VR

Contact & Login Info

WEBSITE: WWW.LITTLECHAMPSTHERAPY.COM

EMPLOYEE WEBSITE:

WWW.LITTLECHAMPSTHERAPY.COM/EMPLOYEES

ADMINISTRATION: ADMIN@LITTLECHAMPSTHERAPY.COM

TIMESHEETS: TIMESHEET@LITTLECHAMPSTHERAPY.COM

BILLING: BILLING@LITTLECHAMPSTHERAPY.COM

HUMAN RESOURCES: HR@LITTLECHAMPSTHERAPY.COM

SPEECH DIRECTOR:

SPEECHDIRECTOR@LITTLECHAMPSTHERAPY.COM

PT/OT DIRECTOR: REHABDIRECTOR@LITTLECHAMPSTHERAPY.COM

TELE-THERAPY/ DOXY LOGIN:

EMAIL: TELETHERAPY@LITTLECHAMPSTHERAPY.COM

PASSWORD: abcd1234

I acknowledge that I have received, read, and fully understood the contents of the Provider Handbook in its entirety. I agree to comply with all policies, procedures, and guidelines outlined within. I understand that it is my responsibility to seek clarification if I have any questions regarding the information provided.

Provider Name: _____

Signature: _____

Date: _____