

*Baylor CARE*

*Clinic for Assessment, Research, and  
Education*

*A Member of the Baylor Center for Developmental Disabilities*



Parent & Guardian Handbook

# Baylor CARE

A Member of the Baylor Center for Developmental Disabilities

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Dear Parents & Guardians:

Congratulations and welcome to the Baylor Clinic for Assessment, Research, and Education (CARE), a Member of the Baylor Center for Developmental Disabilities. We hope that this handbook will answer some of your questions and open a line of communication between your family and ours.

As you will learn from reading this handbook, our programs are unique evidence-based program that serves individuals with intellectual and developmental disabilities using the Applied Behavior Analysis approach.

Successful treatment requires the involvement of our therapists and parent/caregiver cooperation. Baylor CARE is dedicated to providing your child with specialized therapeutic treatment through the development and implementation of an effective and individualized behavior treatment plan. Parent feedback and collaboration is a necessary component for your child's effective treatment plan.

We look forward to working with you and your child!

Sincerely,

Baylor CARE Team

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# Mission Statement

Baylor CARE has three missions:

- To provide a unique hands-on training environment for Baylor University students seeking careers working with individuals with developmental disabilities.
- To improve the education and treatment of individuals with developmental disabilities by conducting and disseminating research that contributes to the enhancement of our field.
- To enhance the lives of individuals with developmental disabilities by providing evidence-based therapeutic interventions, assessment, and other supports that are based on the science and principles of Applied behavior Analysis and aimed at improving communication, socialization, adaptive skill, and other related needs.

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## Faculty & Staff

### **Baylor CARE Faculty**

Tonya Davis, Ph.D., BCBA, *Director*  
Jessica Akers, Ph.D., BCBA-D  
Stephanie Gerow, Ph.D., BCBA-D  
Kristen Mainor, Ed.S., LSSP, BCBA

### **Baylor CARE Supervisors**

Baylor University full-time faculty, adjunct faculty, and doctoral students who are Board Certified Behavior Analysts.

### **Baylor CARE Therapists**

Baylor University ABA graduate students pursuing a specialization in ABA.

### **Baylor CARE Volunteers**

Baylor University undergraduate and graduate students with an interest in working with individuals with intellectual and developmental disabilities.

### **Baylor University Center for Developmental Disabilities Director**

Kristen Mainor, Ed.S., LSSP, BCBA

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# Guidelines

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In order to provide the best service to our clients, Baylor CARE requests collaboration with caregivers within the following guidelines.

# **Health Policies**

- Clients with a body temperature above 99 degrees Fahrenheit may not attend the session.
- If the client has had a fever (body temperature above 99 degrees Fahrenheit), he or she must be fever free for at least 24 hours before attending a therapy session.
- Sessions may be cancelled for clients who appear ill. This will be at the discretion of the individual therapist and/or supervisor.
- Parents or guardians will be responsible for the administration of any medications, vitamins, or supplements.
- Parents must complete toileting procedures document in order to communicate diapering and toileting abilities and preferences. In the situation that parents are unavailable, a minimum of two adults will be present during diapering and toileting.
- Parents are advised to bring a change of clothes to the clinic in case of toileting or related accidents. One change of clothes may be stored in the child's personal container throughout the semester to ensure clean clothes are available if needed.

## **Attendance, Pick-up, &**

## **Dismissal**

- All required paperwork must be submitted prior to the first session, including assessment sessions. Please contact the BCDD front desk to confirm your child's required paperwork is complete.
- All clients should arrive on time for their sessions. Sessions will be cancelled if the client arrives more than 15 minutes late without prior contact with the BCDD front desk.
- Clients will be dismissed from the Baylor CARE program if three or more sessions within one semester are missed without contacting the BCDD front desk at least 12 hours in advance. This applies to fall, spring, and summer semesters. The dismissal procedures can be modified at any point for extenuating circumstances at the discretion of the Baylor CARE Director.
- If a current client is unable to attend a program during any semester session, including a summer session, or is dismissed from a program, he or she will no longer be considered a current Baylor CARE client. If this client wishes to enroll in any program in future semesters, he or she would need to complete a new application and will be placed at the end of the waitlist.



## **Attendance, Pick-up, &**

## **Dismissal**

- Therapy will begin and end promptly at the time identified by the therapist. Caregivers and clients arriving early to therapy may wait in the designated lobby. Parents/guardians must wait in the lobby to supervise their child until the therapist retrieves the child. At the end of each session, therapists will meet caregivers in the same seating area.
- Caregivers are expected to arrive for pick-up 10 minutes prior to the end of the therapy session. Up to 10 minutes of the session may be spent in conversation between the caregiver and therapist concerning the client's progress.
- For caregivers arriving for pick-up over 5 minutes past the end of the session, a late fee will ensue. For each minute over 5 minutes that the caregiver arrives for pick-up, \$1 will be charged (i.e. 6 min. late = \$1 fine; 7 min. late = \$2 fine; 8 min. late = \$3 fine; etc.). Fines must be paid in full before therapy can continue.

## **Attendance, Pick-up, &**

## **Dismissal**

- Parent-cancelled or missed sessions will not be rescheduled under any circumstances. Due to the high quality of supervision provided to Baylor CARE therapists, we are unable to reschedule any missed session.
- There will be no credit or reimbursement given for any of the following:
  - Parent-cancelled session (including, but not limited to child illness, inclement weather, family vacation, etc.).
  - Inclement weather closings.
  - Emergency closings.
- In the event that a therapist must cancel a session due to illness or emergency, the family may be credited for the session. In order to receive credit for a therapist-cancelled session, the parent must request the credit in writing to Desiree Ramirez at [care@baylor.edu](mailto:care@baylor.edu) within 14 days of the missed session. Credit will be applied to the next payment.

## **Attendance, Pick-up, &**

## **Dismissal**

- If caregivers choose to leave the building during the session he or she must (a) notify the therapist that he/she will leave the building, (b) have a cell phone available and provide CARE therapists with that number, and (c) remain within a 15 minute travel radius in case of an emergency.
- It is the parent's or guardian's responsibility to ensure that someone is available to pick up the client on time and that the therapist is aware of who is permitted to pick up the client.
- Parents or guardians will provide an approved list of individuals that are permitted to pick up the client from therapy. Any individual picking up a client may be asked to present a valid form of identification to permit pick-up.
- Changes to the approved list of individuals permitted to pick up a client from therapy may only be made in person and will require a parent or guardian signature.

# **Clothing, Food, & Items**

## **From Home**

- Clients should dress in seasonable appropriate and comfortable clothing.
- Parents or guardians should include any food allergies in admissions paperwork and discuss these concerns with therapists.
- Food items are often used as a reward in therapy. Any food items not supplied by Baylor CARE should be brought by the caregivers.
- Parents or guardians are permitted and encouraged to bring the client's favorite toys or other items from home to be used during the session. However, please label all personal items with the client's first and last name. Also, parents are asked to keep these items concealed from the child until they arrive to the therapy session.
- It is encouraged that caregivers provide a change of clothing to remain at the clinic at all times in case of accidents.

# Multiple Relationships

- In order to preserve the therapist-client, Baylor CARE therapists, faculty, and staff are discouraged from engaging in multiple relationships with clients and their families. As a result, current Baylor CARE therapists, faculty, and staff are prohibited from serving as a babysitter, nanny, home sitter, housekeeper, or any other employee position with a current Baylor CARE client and his or her immediate family.
- In situations in which a Baylor CARE therapist has a previous personal relationship with a Baylor CARE client (e.g., family friend) all efforts will be made for other Baylor CARE therapists to serve that client.
- It is the responsibility of the Baylor CARE therapist to report potential multiple relationships that may have a harmful effect on the therapeutic relationship. However, if a client and/or his or her family is concerned about the potential harmful effects of a multiple relationship, he or she is encouraged to report this concern in writing via email at [care@baylor.edu](mailto:care@baylor.edu).

# Gifts

- Baylor CARE therapists, faculty, and staff are unable to accept gifts of any kind from a client or client's family. While Baylor CARE therapists appreciate the gesture, gifts are discouraged because this may constitute a multiple relationship.

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# Restraint & Assisted Transportation Policy

Baylor CARE has adopted the following policy regarding the use of restraint and assisted transportation.

This policy has been adapted from the Texas Administrative Code within Part Two of the Texas Education Agency, which applies to public school districts.

## **Restraint & Assisted Transportation Policy**

### Use of Restraint

A Baylor CARE therapist may use restraint only in an emergency (as defined below) and with the following limitations.

1. Restraint shall be limited to the use of such reasonable force as is necessary to address the emergency.
2. Restraint shall be discontinued at the point at which the emergency no longer exists.
3. Restraint shall be implemented in such a way as to protect the health and safety of the student and others.
4. Restraint shall not deprive the student of basic human necessities.

### Use of Assisted Transportation

A Baylor CARE therapist may use assisted transportation in (a) an emergency (as defined below) and (b) when necessary to transition a client between locations within the center before, during, or after therapy sessions in a reasonable manner (as defined below) with the following limitations.

1. In the case of emergency, assisted transportation shall be limited to the use of such reasonable force as is necessary to address the emergency.
2. Assisted transportation shall be discontinued at the point at which the emergency no longer exists.
3. Assisted transportation shall be implemented in such a way as to protect the health and safety of the student and others.
4. Assisted transportation shall not deprive the student of basic human necessities.
5. Assisted transportation may be used to physically transition a client between locations if proactive approaches (e.g., reinforcement for compliance) have been attempted for at least 5 minutes (with exception of case of emergency).
6. Therapists may opt not to utilize assisted transportation even if five minutes of proactive approaches are unsuccessful, but will be asked to do so in the following cases: (a) client is interfering with the safety of other children (e.g., blocking walkways, engaging in aggression towards others in common area), (b) client's therapy session is being interrupted to the point of compromising therapeutic benefit, (c) the client's lack of compliance is preventing the therapist from initiating services for another child, (d) the client's caregiver requests assistance so he/she may leave the center at a reasonable time, (e) the center is nearing closing time requiring supervisor and office management staff to leave, thus limiting assistance to the therapist.
7. Assisted transportation must be conducted in a manner outlined by the one- or two-person transportation technique outlined by the Safety Care protocol.



# **Restraint & Assisted Transportation Policy**

## Definitions

1. Emergency means a situation in which a student's behavior poses a threat of:
  - a. imminent, serious physical harm to the student or others; or
  - b. imminent, serious property destruction
2. Restraint means the use of physical force or a mechanical device to significantly restrict the free movement of all or a portion of the student's body.
3. Assisted transportation means the use of physical guidance or force to physically transport a client from one space to another (e.g., from therapy room to lobby).

## Clarification Regarding Restraint and Assisted Transportation

The provisions adopted under this policy do not apply to the use of physical force or a mechanical device which does not significantly restrict the free movement of all or a portion of the student's body. In addition, restraint does not include:

1. Physical contact or appropriately prescribed adaptive equipment to promote normative body positioning and/or physical functioning;
2. Limited physical contact with a student to promote safety (e.g., holding a student's hand), prevent a potentially harmful action (e.g., running into the street), teach a skill, redirect attention, provide guidance to a location, or provide comfort;
3. Limited physical contact or appropriately prescribed adaptive equipment to prevent a student from engaging in ongoing, repetitive self-injurious behaviors, with the expectation that instruction will be reflected in the therapy plan to promote learning and reduce and/or prevent the need for ongoing intervention.
4. Seat belts and other safety equipment used to secure students during transportation.

## **Restraint & Assisted Transportation Policy**

### Documentation and Notification on use of Restraint and Assisted Transportation

In a case in which restraint and/or assisted transportation is used, therapists shall implement the following documentation requirements.

1. Written documentation of the use of restraint must be placed in client's CARE file folder, which remains in a locked filing cabinet.
2. On the day restraint is utilized, a good faith effort shall be made to notify the parent(s) regarding the use of restraint verbally, in writing, via phone, or via email. Such notification will include:
  - a. Name of therapists administering the restraint
  - b. Date of the restraint and the time the restraint began and ended
  - c. Nature of restraint
  - d. A description of the activity in which the student was engaged immediately preceding the use of restraint
  - e. The behavior that prompted the restraint
  - f. The efforts made to de-escalate the situation and alternatives to restraint that were attempted.

## **Restraint & Assisted Transportation Policy**

### Training on Use of Restraint and Assisted Transportation

All Baylor CARE lead therapists receive training on how to manage problem behaviors without the use of physical restraint. This training includes de-escalation techniques and techniques to promote alternative adaptive behaviors.

In order to ensure the safety of our clients and therapists, Baylor CARE therapists receive training in properly administering physical restraint in emergency situations throughout the year. At least one Safety Care training opportunity will be provided per year to Baylor CARE lead therapists. However, we cannot guarantee that all lead therapists on site will have received training prior to work with clients. In the case in which a therapist must provide restraints, all efforts will be made to provide that therapist with restraint training in a timely manner.

If a therapist believes that he/she may be required to use restraint or assisted transportation, he or she may request an individualized Safety Care certification program. All efforts will be made to offer this program within 30 days of a written request.

Because of the increased possibility of the need to utilize restraint or assisted transportation within the Baylor CARE Challenging Behavior program, at least one therapist certified in Safety Care will be on site at all times clients are present.

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# Parent Code of Conduct

In order to ensure appropriate behavior towards the CARE therapists and staff and around our CARE clients, the following Code of Conduct should be followed by all client caregivers.

# **Parent Code of Conduct**

- Parents or guardians of enrolled clients should behave in a manner consistent with decency, courtesy, and respect at all times.
- No parent or adult is permitted to curse or use other inappropriate language at the clinic at any time, whether in the presence of a client or not.
- Threats of any kind will not be tolerated and will be reported to the appropriate authorities.
- Parents or guardians should follow all safety procedures in order to protect the welfare and best interest of the therapists, clients, and other caregivers.
- While it is understood that caregivers will not always agree with the therapists or parents of other clients, it is expected that all disagreements be handled calmly and respectfully. Confrontational interactions are not appropriate and strictly prohibited.
- Under the Child Protective Services Act, therapists are required to report any suspicion of abuse or neglect to the appropriate authorities. Therapists are not required to discuss their suspicions with caregivers prior to reporting the matter to the appropriate authorities.

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# Programs

Baylor CARE programs and payment procedures are outlined.

# **Skill Building Program**

## **Program Description**

The Baylor CARE Skill-Building Program is a unique evidence-based program that serves individuals from birth to adulthood using the ABA approach. The program aims to provide individuals with intellectual and developmental disabilities with evidence-based therapeutic interventions aimed at enhancing communication, social, adaptive, behavioral, and other needs.

Clients receiving ABA services will receive extensive educational assessment using an assessment such as the Verbal Behavior Milestones Assessment and Placement Program (VB-MAPP) to best determine individualized therapy goals and setting (1-to-1 or small group) that best suits the needs of the client.

## **Application Process:**

Applications can be found online at [www.baylor.edu/soe/care](http://www.baylor.edu/soe/care). Families may also request applications by emailing [care@baylor.edu](mailto:care@baylor.edu)

## **Program Fees:**

The program is \$10 per hour.

# **Problem Behavior Support Program**

## **Program Description**

The problem behavior support program is designed to assist families in managing problem behavior such as aggression, property destruction, self-injury, and disruption. The program will begin with a detailed assessment of the child's behavior that is used to design an individualized treatment program. Therapists will work with the child to perfect this program, then teach the child's caregiver how to implement in the home.

The program serves children ages 2 to 10 years old. Services are provided one-on-one with the child and family. The program is typically completed within 6 weeks and therapists check up with families about in home progress for 6 months after the completion of the program.

## **Application Process:**

Applications can be found online at [www.baylor.edu/soe/care](http://www.baylor.edu/soe/care). Families may also request applications by emailing [care@baylor.edu](mailto:care@baylor.edu)

## **Program Fees:**

The program has a flat fee of \$250.



# **Feeding Support Program**

## **Program Description**

The feeding support program is design to support children demonstrating problem behavior during mealtime. After a thorough assessment, a therapist will design an intervention to improve mealtime behaviors. Families will be trained to use the intervention in the home.

The program serves children ages 2 to 10 years old. Services are provided one-on-one with the child and family. The program requires children to receive 4 to 10 hours of services per week. The program is typically completed within 6 weeks and therapists check up with families about in home progress for 6 months after the completion of the program.

## **Application Process:**

Applications can be found online at [www.baylor.edu/soe/care](http://www.baylor.edu/soe/care). Families may also request applications by emailing [care@baylor.edu](mailto:care@baylor.edu)

## **Program Fees:**

The program has a flat fee of \$250.

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# Scholarship Program

In order to meet the needs of all families, scholarships may be available to assist with the cost of available programs.

## Scholarship

In order to be considered for a scholarship to cover some or all of the fees associated with your child's program, you must indicate a desire to be considered for scholarship at the time of application. Scholarships cannot be granted during or after the completion of a program. Requests for scholarships must be made in writing to Desiree Ramirez at [care@baylor.edu](mailto:care@baylor.edu) or on the application form.

Scholarships are funded solely by donations to Baylor CARE. Scholarships are made available only when the funds are available to do so.

To support our scholarship program, please contact Desiree Ramirez to make a donation. Desiree can be reached at [care@baylor.edu](mailto:care@baylor.edu).