



Play Lab Client Service Agreement

Parent/Legal Guardian agrees to the following business policies and procedures of Albert Knapp & Associates, a Psychological Corporation (AKA) as it relates to the use of the Play Lab. AKA is the overarching entity that owns and operates the Play Lab.

The Play Lab is overseen by a Board Certified Behavior Analyst (BCBA) and staffed by individuals trained in Applied Behavior Analysis (ABA), who have obtained or are in the progress of obtaining their Registered Behavior Technician (RBT) credential. Therefore, the individuals who use the Play Lab are considered clients of AKA. Safeguards for client confidentiality as well as mandated reporting laws are strictly adhered to for all clients of the Play Lab.

Play Lab Structure

The Play Lab is a group social skills training clinic for children ages 3 to 12 years of age. Exceptions to the age requirement are made when clinically indicated. The Play Lab uses ABA methodology to identify social skills deficits. It identifies replacement social skills behaviors, reinforces/teaches new behaviors and reduces the barriers to effective social skill acquisition. Play Lab staff will collect data on both challenging behaviors and replacement social skills. Data will be analyzed regularly to ensure progress and supervision to the direct care staff will be ongoing to ensure success in the program.

Hours of Operation

The Play Lab is open Monday-Friday 8am-8pm and Saturdays 9am-1pm. Parents/Legal Guardians will check in their child(ren) at the beginning of the session time, but are not required to stay for the duration of the client's stay at the Play Lab. A late fee of \$25 dollars will be charged to families who pick up their child(ren) more than 10 minutes after the end of their session.

Play Lab Fees

All Play Lab clients must first undergo an intake and play observation in order to assess their social skill deficits, challenging behavior, and baseline social skills. A recommendation for the frequency and duration of Play Lab sessions will also occur. The intake appointment will be 1 hour at the cost of \$50.00. The Intake appointment is done by a BCBA or advanced RBT.

The Play Lab offers two options for payment, therapeutic rates specific to the child's needs and the after school rates.

Therapeutic Rates (1-3 days per week) are \$25 for the first hour, \$20 for the second consecutive hour, and \$15 for the third consecutive hour, per day. Payment is made upon drop-off.

After school Program Rates (4-5 days per week) are \$240 for 5 days and \$200 for 4 days. Payment is required a week in advance. Hours for the after school program are 3:00pm-6:00pm. There is an extra fee of \$15 per day for 7pm pick up and \$20 per day for 8pm pick up. Earlier drop-off is an additional \$10.

Payment of Fees

AKA provides professional services, and thus charges fees commensurate with the service provided. Fees for services are prorated in 15 minute intervals. In order to receive services from AKA, the financially responsible adult must complete and sign a Credit Card Authorization Form that will be used to initiate services. Services will not commence and/or will be discontinued and referrals will be made if a credit card is not on file. Payment for Play Lab sessions is due upon child check in on the day of service to which the credit card authorization on file may be charged.

Confidentiality

You are entitled to privacy in regards to the pursuit of services for your children. This means AKA staff cannot share, without your express written permission, that you are working with AKA. There are, however, some exceptions to this. Limits to confidentiality include the following items:

1. AKA is required by law to report to the authorities the following circumstances: Suspected past, current, or the possibility of future child abuse/neglect. Suspected past, current, or the possibility of future viewing of child pornography. Suspected past, current, or the possibility of future elder/dependent adult abuse/neglect. If the client is a danger to himself/herself or if AKA has knowledge that the client is a danger to someone else. In the event that a report has to be made, AKA will make all efforts to include the client/parent/legal guardian in this process; however, understand that this is not always possible. AKA is committed to working through whatever issues that may arise as a result of a legally mandated report.
2. You may utilize your health insurance to pay for services if you are already receiving ABA services through AKA. The insurance company may require AKA to disclose information regarding your treatment in order to determine whether or not they will pay for services, or whether or not they will reimburse you for services.
3. AKA will utilize a collection service for unpaid balances on services rendered. All efforts will be made to resolve the issue without resorting to this, but if you are unresponsive to these efforts then AKA will initiate collection services. If this occurs, understand that certain personal information will need to be disclosed to this agency. AKA will only disclose the minimum amount necessary to collect payment.
4. AKA can also ultimately be ordered by a judge to disclose clinical material. We will make efforts beforehand to try and reach a compromise if needed, but ultimately, if ordered by a judge, we must disclose the requested material. In extreme circumstances this can include the entire clinical record.

5. At times it may be beneficial for AKA to collaborate with other individuals you/your child are working with, e.g. psychiatrists, physicians, and/or other collateral service providers. If it appears that collateral service provider information would inform your child's treatment, AKA will obtain a signed release from you so that we may collaborate with this/these individual(s).
6. In the treatment of children in particular, it is very helpful for AKA to collaborate with teachers, speech therapists, occupational therapists, etc. in order to best serve your family. AKA will consult with you regarding any releases that seem appropriate, as well as discuss the nature and scope of any information shared.

Treatment of Separated or Divorced Families

In the treatment of children whose parents are separated or divorced, a number of issues can arise. By signing this document, you confirm that you understand and are in agreement with the following policies:

Each parent will be given equal time with staff regardless of which parent initially contacts AKA. A signed release of information will need to be obtained from the custodial parent in order to share information with the non-custodial parent.

Exceptions to these policies include but are not limited to: when a parent lives out of state, is incarcerated, has a restraining order in place against him/her, has no contact with the child(ren)/family, and/or does not have legal authority to make decisions regarding the mental health treatment of their child (as specified in court documentation). AKA is available to consult by phone with parents who live out of state.

Please provide AKA with a copy of the section within your divorce decree and/or court order that specifies legal custody agreement.

Ideally, both parents should consent to treatment. Rare exceptions are clinically determined case by case or mandated by court documentation. Information provided by one parent may be shared with the other in order to facilitate treatment, as clinically warranted.

Cancellation Policy

In the event that you cannot attend your Play Lab session, please call AKA at (310) 210-2779 or email scheduling@akatherapy.com within 24 hours (at the latest, the night before) so that we can use the time to serve other clients who want to play at the Play Lab. 24 hours will provide us with enough time to make alternate arrangements.

If a client has three (3) consecutive advance cancellations or two (2) unexcused consecutive same-day cancellations or no show appointments, the client may be removed from the schedule at AKA's discretion, and will need to reinstate services subject to any applicable waitlist.

Same Day Cancellation & No-Show

If you do not notify AKA within 24 hours (at the latest, the night before) that you will be canceling your session, the full rate for the session will be charged to the credit card on file. Additionally, if you do not show up for a scheduled appointment, and cannot be reached within the first 15 minutes of the scheduled start time, the credit card on file will be charged at the full rate for the entire duration of the session.

The only exceptions to this are unexpected illness or a family emergency, and you will need to provide appropriate documentation of such.

Late Start/Early End

If you arrive late to session or end early, you forfeit that amount of time from your session. However, you will be billed according to our original agreed upon start and end time.

Illness/Sobriety

A child who is not feeling well or is under the influence of drugs/alcohol will most likely not benefit from services. If AKA staff determines that a child is not able to fully participate in a session, the session will be discontinued and the full fee will be charged for all sessions discontinued due to illness or sobriety.

Audio, Video Recording and Pictures

AKA prohibits clients and their families from audio and video recording or taking pictures of any service provided, including pictures of clients inside the Play Lab.

AKA will at times video or audio record individuals in the Play Lab for research and marketing purposes. By signing this agreement, consent is provided for both research and marketing purposes including but not limited to conference presentations, media appearances, social media, and/or print materials.

Professional Records

AKA is required by law and various governing bodies to keep and maintain clinical records. Full records must be maintained for 7 years after the last date of service for adults or up to 7 years after a minor reaches the age of majority, whichever is later. Client or legal guardians have a right to view, and request copies (0.25 cents per page) of their records. An in-person review is provided free of charge. A written treatment summary can also be provided, which is billed at the clinician's hourly direct service rate; this option is offered prior to the release of any records. Please see our Notice of Privacy Practices for more details on requesting copies of records.

Documentation Request

AKA requests at minimum three (3) days notice to provide any documentation that may be requested by the family. AKA will fulfill all requests within one (1) week.

Letters to Others and Progress Reports:

AKA understands that some clients may request a letter or progress report to document services received. AKA is willing to write such letters or reports as is clinically warranted, however it must be noted that the client is potentially at risk for their private and personal information to be disclosed to unanticipated parties. Furthermore, if an AKA clinician believes it is not in the client's best interest, a letter will not be provided.

If a client initiates or continues services in order to obtain documentation of receiving services (e.g. court ordered therapy), the client must disclose this information at the outset of services.

AKA provides a basic letter documenting length of service for free; however a treatment summary, progress letter, or progress report is a flat fee of \$100.00.

Emergency Contact Information

In the event of a life-threatening emergency please call 911 or proceed to the nearest emergency room. AKA returns all phone calls, emails, or text messages within 24 hours Monday-Friday, but cannot promise to be available to be reached during an emergency.

Research and Marketing

AKA will use de-identified data for research and marketing purposes. By signing this agreement, you agree to allow AKA to use de-identified data for research and marketing purposes including but not limited to conference presentations, media appearances, social media, and/or print materials.

Potty Training

All children must be potty trained and parents must provide (i.e. bag and label) the Play Lab with a fresh pair of clothing in case of an accident or emergency (top, bottom, underwear, and socks). Extra clothing will be kept while the child is attending the Play Lab and stored by AKA. AKA staff will change a child if he or she has an accident but we will not accept children who are still in diapers or pull-ups.

Shoes

Shoes are not allowed to be worn inside the Play Lab. All children must be barefoot or in socks. AKA will have slipper socks available for purchase for \$1.00.

Snack Time

AKA will have set snack times and offer all individuals an array of child friendly snacks. Snacks will typically be processed foods such as (goldfish, fruit snacks, graham crackers, jello, etc). It is your responsibility to inform Play Lab staff of any dietary restrictions, and provide Play Lab staff with an Epi-Pen if your child has food allergies. If you do not wish to have AKA staff provide snacks to your child, you can provide alternative snacks for your child to be given at snack time. A menu of snacks will be posted at the Play Lab.

List any food allergies here, if none, write none:

Your signature below indicates that you have read, understood, and agree to all components of the Client Service Agreement.

Client Name: _____

If Client is a Minor, Parent or Guardian Name: _____

Signature: _____ Date: _____