

Solutions for Children and Families LLC
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Social Bridges™



Building Skills for Successful Peer Relationships

Policies and Procedures
Social Bridges™ Clients

Intake

In order to be accepted into the program each new family must participate in an hour long intake interview including the child and at least one parent or guardian. There is a \$100 fee for the intake. Continuing families who have not participated in the program for one year are required to participate in an **intake update** to ascertain the child's current social functioning. If it is determined that the child is not ready to benefit from the program then appropriate referrals will be made.

Registration/Deposit

Once the intake has been conducted and the child is assigned to an appropriate group, a \$250 non-refundable deposit is required to hold the child's place in the group. New Parents are asked to complete the registration form found on the website @ www.socialbridges.com under "forms." Continuing families are asked to complete the continuing families registration form.

Tuition Payment

Tuition varies depending on the number of times the group meets. Specific information for each group can be found on the web site @ www.socialbridges.com. Each family is asked to complete a financial agreement (found on the web site under forms) indicating when payment will be made. Payment is due in full prior to the parent conference at the conclusion of each session.

Group Placement

Social Bridges groups are heterogeneous – meaning that they are designed to mix children of varying strengths and challenges. Groups are assigned based on the information from the intake interview as well as input from the child's teachers and other professionals who may be working with the child. It is not our policy to include siblings in the same group. We typically do not pair children who are already friends in the same group. Once a child is participating in the group, the staff may determine that the group is not a good fit for him or her. We may request that the child be moved to another group which may better meet their needs.

Insurance

Social Bridges is often covered under out of network mental health benefits. Insurance related questions and concerns should be addressed to the director. Insurance information will be collected at time of intake. For families with out of network mental health benefits, insurance invoices will be provided to aid in filing. For those who do not have benefits, efforts can be made at the family's request to pursue a single case for ad hoc agreement with the insurance company. Payment is made to Social Bridges by the family and is reimbursed to the family by the insurance company. If checks are issued to Social Bridges or Solutions for Children and Families LLC, they will be returned to the insurance company with

a request that they be reissued to the family. **Insurance can only be billed for those groups the child attends. The family is responsible for payment of sessions missed.** Insurance invoices will be mailed via US mail after parent conferences when tuition has been paid in full.

Absences/Withdrawal from the Program

There are no refunds due to illness, school trips etc. It is not possible to make up missed groups. If a group is canceled by Social Bridges staff due to weather or an emergency, a makeup group will be arranged or a refund issued. Parents are asked to call to notify Social Bridges of a child's absence. If a group meeting has to be cancelled due to lack of attendance, refunds will only be issued to those families who have notified us in advance. There are also no refunds or make up classes available for missed parent training sessions.

Every attempt is made at the onset of the program to determine that Social Bridges is the appropriate treatment for the child at the current time. If however during the course of the program a child decompensates, Social Bridges may no longer be the treatment of choice. In addition, at times a child may become a danger to himself or others. If a child is no longer benefiting from the program, is endangering others or causing others to not be able to benefit, Social Bridges reserves the right to ask that a child be withdrawn from the program. In these circumstances appropriate referrals and follow up will be arranged. Refunds will be considered on a case by case basis.

Parent Check Points/Parent Conferences

There are at least two opportunities per session for parents to meet directly with their child's facilitators. We encourage parents to meet with staff in the office face to face but phone conferences are available. Notifications of these meetings are made prior to the start of the session. We expect parents to be available to meet on these dates at the specific time agreed upon. If parents are not able to meet at the scheduled time, a phone conference can be arranged with one of the facilitators, if prior notice has been made. The fees for these sessions are included in the overall tuition for the session.

Parent Updates/Progress Reports

Written communication regarding the group member's progress on individualized goals will be provided to the family on a weekly basis. **Parent Updates** are sent via e-mail within 3-4 days of the session. If they have not been received it is the family's responsibility to contact the group supervisor via the contact information provided to let the staff know. Parents are encouraged to share the updates with any other professionals who may be working with the child.

Progress Reports detailing progress on specific goals and follow up suggestions are provided at the conclusion of the session. Parents are also encouraged to share progress reports with their child's therapist, doctors and teachers.

Communication with Facilitators

Parents are encouraged to share specific social challenges with the facilitators so that they can be addressed in group. Parents are welcome to contact facilitators with any questions or concerns. The best way to reach the facilitators is via e-mail. Phone messages can also be left. Group supervisors will forward any e-mail or phone messages to the facilitators.

Teacher Observation Forms

Teacher observation forms solicit teachers for input regarding the child's social functioning. We ask for the parents' help in delivering the form to the teachers and following up to make sure it is completed and returned to Social Bridges. A parent or guardian's signature is required on the Consent for Mutual Exchange of Information form (found under forms on the web site) in order for Social Bridges and the school to communicate.

Communication with Outside Professionals

Social Bridges welcomes collaboration with other professionals working with our group members. A parent or guardian's signature is required on the Consent for Mutual Exchange of Information form (found under forms on the web site) in order for Social Bridges and the professional to communicate. *Up to three contacts per session are included as part of the Social Bridges program. Families are responsible for payment for any additional contacts.*

HIPAA

Social Bridges is bound by the HIPPA privacy act and confidentiality. Families are asked to read our privacy notice found under forms on the web site @ www.socialbridges.com. If a child is deemed to be a danger to himself or others, the parent or guardian will be notified during or after the group and appropriate referrals will be made as indicated.

Drop Off/Pick Up

Drop off – Parents/responsible adults (nanny, grandparent, etc.) are asked to remain with their child until the group begins. Parents are welcome to remain in the waiting room during group or to leave the building as long as a cell phone number has been provided to reach the responsible adult in case of emergency. We suggest that children use the rest room prior to group.

Pick Up – Parents are asked to pick up their children from group in a timely fashion at the stated time. If children are repeatedly picked up more than 5 minutes late, the family will be charged as needed to compensate staff for their time.

Additional Services

Families may request services that are beyond the scope of the Social Bridges Program. Referrals can be made for diagnosis, psychiatric evaluation, occupational therapy, speech and language therapy or counseling. Individual or family work is available through the program at an additional fee. Insurance may cover these services with out of network mental health benefits.

Community Outings/Adolescents around Town/Teens on the Town

Community outings with social coaching from facilitators are designed to help skills generalize outside of the office. Parents are required to sign a liability waiver to Solutions for Children and Families LLC for each outing and one medical form in order for their child to attend. Additional releases may be required by the locale (e.g. paintball, Rebounderz) Families are responsible for any additional activity fees incurred at outings and are responsible for transportation to and from the outings. Social Bridges will provide addresses for outings and emergency contact numbers to reach facilitators.