

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 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 place in the group. New Parents are asked to complete the registration form found on the website at 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 at www.socialbridges.com. Each family is asked to complete a financial agreement (found on the website under forms @ www.socialbridges.com), indicating when payment will be made. Payment is due in full prior to the parent conference at the conclusion of the 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 if the staff determines 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 are addressed by 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 reimbursed to the family by the insurance company. If checks are issued to Social Bridges or Solutions for Children and Families LLC, checks are deposited and a check is simultaneously written to the family for the same amount. 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 the parent conference, when tuition has been paid in full.

Absences/Withdrawal from the Program

There are no refunds due to illness, school trips, vacation, 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 make up group will be arranged or a refund issued. Parents are asked to call to notify Social Bridges (via e-mail or phone) 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 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. However, if during the course of the program a child decompensates, Social Bridges may no longer be the treatment of choice. Occasionally, 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 not to 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, as our facilitators often have other responsibilities at other times. If parents are not able to meet at the scheduled time, a phone conference can be arranged with one of the facilitators.

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 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 Observations 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.

HIPAA

Social Bridges is bound by the privacy acts 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.

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.

I have read and accept the policies of Solutions for Children and Families, LLC. I have received a copy of this policy.

Parent/Guardian Signature

Date

Child’s Name