



PARENTS' HANDBOOK

Welcome to First Bridge Centre.

We are very excited that you have joined our centre and cannot wait to start welcoming you and your child/children to their sessions. There is always a lot to take in when starting anything new, lots of questions, lots of new terminology and often some uncertainty about what you should and should not do and we hope this handbook will help answer many of your questions and help you navigate your first few days with us.

This handbook is intended to give you an overview of the policies, parent commitments and contractual obligations associated with our day-to-day operation. For more detail on any of them please see our website.

Our Centre Manager will arrange a call to discuss any questions you have about starting at First Bridge Centre, but in the meantime, we ask that you read, sign, and return a copy of this Parent Handbook to the Centre Manager before your first session to confirm your understanding of the information below.

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1. YOUR COMMITMENTS

Please make every attempt to keep your child's scheduled appointment, your child will benefit the most from our services if he/she attends 100% of the scheduled appointments.

It is your responsibility to get your child to and from their sessions in time for the session to start FBC cannot provide team members to support with this.

Parents will drop their child off at 9.00 am or 1.00 pm and will collect promptly at 12.00pm or 4.00pm. After these times, late charges will apply.

Parents/caregivers are expected to participate in training sessions as often as the Clinical Supervisor determine necessary and communicate this recommendation to the family.

Parents/caregivers will learn how to embed their child's individual goals (designed and taught by our team) within the family's daily routines. Intervention plans will be communicated to parents/caregivers on a regular basis.

2. CENTRE OPENING HOURS AND TERM TIMES

2.1 Centre Opening Hours

Our centre's opening hours are Monday – Friday 9am – 4pm. Our days are split into:

- Morning Sessions 9am – 12pm - 3-hour sessions
- Afternoon sessions 1pm – 4pm - 3-hour sessions

If your child is attending a full day 9am – 4pm your child will receive an additional hour for the supervised lunch session. This session is not charged unless your child requires a specialised feeding or toilet programme. This will be determined by your child's Clinical Supervisor

2.2 Term times and holidays

FBC provide services for 48 weeks a year. We are closed, and do not charge for:

- a week over the Easter holidays,
- the last two weeks in August
- Christmas holidays from Christmas Eve though to first business day in January.

We do not charge for the normal eight Bank Holiday closures. Should additional Bank Holidays be announced by the government then the centre will be closed, and no refunds will be issued.

We follow a three-term structure, with exact dates defined by our closure periods, however in general the terms are:



- Spring: January to April
- Summer: April to August
- Autumn: September to December

Our main clinical model is based on the centre-based therapy, as this is the most beneficial evidence-based model available following the latest research. We will also offer a home-based programme if our Clinical Lead concludes that this is the most beneficial therapy model for your child. This will be decided in your child's assessment or reassessment. Following your assessment visit, your child's therapy plan will be discussed in detail with the Clinical Lead and thereafter, your child's Clinical Supervisor will discuss the best therapy schedule for your child's needs.

3. CENTRE SESSIONS – PRACTICAL INFORMATION:

For more information on what to expect from our individualised programmes please see our First Bridge Centre ABA Guide.

3.1 Staffing Ratios and Group Sessions

First bridge centre will always give the best care and therapy based on your child's individual needs and our staffing ratios will reflect this. Our services are a combination of 1:1 individual clinical intervention service, group intervention services typically with a 1:2 or 1:3 staffing ratio all overseen by Clinical Supervisors.

Depending on your child's individual programmes and needs, the makeup of your child's weekly treatment may adapt over time as we work towards greater independence and increased social skills.

If FBC deems that your child requires a ratio that is more than 1:1 we will discuss with you and may need to work towards discharge and finding services more suitable to your child's needs.

3.2 Session times

Please ensure you arrive in time for your session – programmes are designed to start promptly at 9.00 or 1.00 and any delay in starting could impact the success of the planned programmes.

Should you be late in arriving at the centre to collect your child. Late charges will apply. These are listed below and will be added to your next invoice.

- £15 for the first ten minutes
- £15 per every further 10 minutes or part thereof that the child remains uncollected.



If the centre cannot contact you or nominated emergency contacts within an hour of the arranged collection time, we will contact the local authorities. For more information, please see our Child Collection Policy.

3.3 What to bring

Please ensure that all children's belongings are clearly labelled with their name.

As some activities may result in messy or expressive play, we ask that you provide a change of clothes in your child's bag.

Children will spend time outside each day, and we therefore ask that you provide suitable outside wear appropriate to the season.

We will provide all material and toys to support your child's programme and we ask that you do not bring in any personal toys from home unless specifically requested by the therapist team.

Parents should provide sufficient nappies, wipes and nappy bags for any children that are not toilet trained.

3.4 Packed lunches and edible reinforcers

Please ensure that your child has an individually named suitable water bottle.

Please provide a simple snack for your child for each session that they will be attending

If your child is staying for a full day, please ensure you provide a suitable packed lunch.

Some of our children may have severe nut allergies so please do not provide foods that may contain nuts.

We cannot heat food on site.

Your therapist will inform you if you need to provide edible reinforcers for your child's programme. You should check with your therapist at the end of each session to see if these need to be replenished.

3.5 Napping at centre

Due to the intensive nature of our therapy, napping is not part of our routine. However, we do appreciate that for some of our younger clients this may be required. If your child is regularly having a morning or afternoon nap, please speak to your Centre Manager to discuss the requirements. At First Bridge Centre we provide sleep mats, sheets and blankets if needed.

Naps will be allowed for 10 mins without interruption and will be logged on our Family app. During this time, the ABA therapist will remain in the room with the child and will work on



the child's programme and data. After 10 minutes the child will be gently woken up. If, at that time, the child continues to require a longer nap (i.e., the child is difficult to rouse or distressed by waking) they will be given an additional 10 minutes while the ABA therapist continues to work on the child's data, program materials, program binder, etc. The child will then be woken at the end of the 10 minutes and therapy will resume.

If the child continues to require a longer nap this will be arranged with the parents.

4. ATTENDANCE AND CANCELLATIONS

4.1 Contacting Us

Please inform the Centre Manager if you know your child will be absent from any of your sessions. If a child does not arrive for a scheduled session and we cannot contact the parents, we will follow our absent child policy.

In the event that you have a home-based therapy session, we ask for an 18 hours' notice for any cancellations though if you can inform us earlier, however we do realise that your child may fall ill overnight. In this case we appreciate you letting us know as soon as possible that your child's session should be cancelled.

For any issues with attendance please contact your centre on 02030 260 095. Our opening hours are 9am – 5.15pm Monday to Friday, but should you need to communicate a cancellation after hours we have a 24-hour voicemail and can accept messages, as well as message via our Family app.

Sessions cancelled by a family for any reason will not be refunded. If your child is unable to attend services, the staff members of our team assigned to work with your child will be continuing to update the resources/ materials necessary for your child's programme and graphing their data.

4.2 Rescheduling sessions

Whilst we are usually not able to reschedule sessions due to therapist availability and full occupancy, there may be some cases where this is possible. Please speak to your Centre Manager should you wish to try and reschedule a session, if this is possible, we are unable to allow more than three rescheduled sessions per academic year. Sessions will only be rescheduled at the discretion of the Centre Manager.

4.3 Holidays

Though we do not charge for our closure weeks, we will not be able to issue refunds for any holidays taken outside of our communicated holiday periods.



4.4 Sickness

If your child shows any of the symptoms below, they are considered sick and should not attend the centre or continue with their home therapy sessions. Your child may return to services if they have been clear of the symptoms for the required period set out below. For further detail please see our sickness traffic light system.

- Vomiting and/or diarrhoea - 48 hours
- Flu-like symptoms, such as temperature 37.8 or above, continuous cough or wheezing or shortness of breath - 24 hours
- Conjunctivitis 24 hours after starting drops

Sessions will not be refunded for absence due to sickness.

4.5 COVID 19

Please see our Covid policy for our most up to date processes.

5. CHANGES TO SERVICES

5.1 Additional Services

If you wish to arrange additional sessions, additional programmes such as feeding or toileting or parent training sessions, please speak in the first instance to your Clinical Supervisor who will discuss the necessity and advantage of these. If agreed and if not a permanent change, you will be billed separately for these sessions or programmes the following month.

FBC is happy to provide the necessary reports and documentation you may need in order to seek funding support from the Local Authority via the Education Health and Care Plan. The preparation of such reports and any meetings required, including those with local authorities and other professionals' reports (and travel time to these meetings) will be billed at an hourly rate of £115.00.

If any at home service is agreed, these will be charged at regular fees plus additional travel time to and from home charged at therapists or Clinical Supervisory hourly rate.

5.2 Reduction of Services

If at any time you wish to reduce your service hours you should first consult with the Clinical Supervisor. For any reduction of hours, FBC requires 60 days' written notice.



5.3 Termination of Services

You can end our services at any time by giving us not less than 60 days' written notice. FBC may use your deposit to cover any unpaid fees and upon termination the balance of your deposit will be returned to you within 14 days.

5.4 Discharging a child

On occasion there may be reason to discharge a child from FBC services. FBC considers a variety of factors when determining whether a discharge from services may be appropriate. The following instances may warrant a discharge from FBC therapy services:

- The child is functioning within normal limits for his or her age and demonstrates evidence that he/she will continue to acquire new skills under natural, non-therapeutic conditions.
- The child has met his/her long-term goals and objectives and there is no request for new goals.
- The child's attendance falls to a level which significantly negatively impacts any future progress and all solutions to improve attendance have been explored.
- The child's needs are such that they cannot be addressed by FBC clinical staff. In such cases, FBC will contact the family and assist in finding an appropriate placement for the child.
- Failure to comply with FBC policies and procedures as outlined in this handbook, including full payment for all services in a timely manner.

In all these situations the clinical team will work with you to agree a transition period which will be 60 days.

6. COMMUNICATIONS

6.1 Your communications with us

Your main point of contact will be our Centre Manager and notifications through the Family app. If you have any issues, you should contact them directly and they will answer your query.

For questions about your child's progress or development please contact your child's Clinical Supervisor.

Please address all communications to the Centre Manager at your centre using the contact details below.



EARLY INTERVENTION FOR CHILDREN WITH ASD, ADHD & RELATED DISORDERS

First Bridge Centre
Unit 17
2 Station Court
Imperial Wharf
Townmead Road
Fulham
SW6 2PY

For all queries please contact headteacher.iw@firstbridgecentre.com and one of our team will get back to you within 24 hours.

For sickness, cancellations and questions about your child's schedule, please call the centre on **02030 260 095** 8.00 am – 5.15pm Monday – Friday or drop an email to headteacher.iw@firstbridgecentre.com

FBC therapists are not permitted by the BACB ethical conduct guidelines and the regulatory laws to provide their personal information and personal contact details (such as mobile numbers or personal email) to the family, as it creates a risk of confidentiality breach when using our child's sensitive health data.

In your Services Agreement you are agreeing not to:

- Ask for personal contact information from our team members.
- Solicit the services of a First Bridge therapist / consultant outside of their work with FBC.

6.2 Our communications with you

On a day-to-day basis your Centre Manager will contact you using our secure Centre management App Family. When you join you will be sent a link to log in and through this app that you will get notifications, can contact our centre, and see how your child is progressing. We will also communicate any minor bumps or accidents that may happen through this app.

ABA Therapists help carry out goals developed by all clinical disciplines. Due to the nature of ABA therapy, it is important that they can focus on working with your child. Unlike the communication and updates you may have experienced in other nurseries or school settings, all communications with the parents need to happen with our Centre Manager or Clinical Supervisor, not their therapists.

To support this approach, we ask that any questions are directed to the Clinical Supervisor on your team rather than your therapist on the day.

Our Centre Manager or your Clinical Supervisor will be able to provide a much more comprehensive responses based on all the data and feedback that have access to rather than the specific detail of one therapist on one particular day.



In terms of our communication and feedback commitments to you we will provide the following:

- For in home sessions, an individual schedule will be emailed to you a week in advance. For home therapy sessions, should there be a change in therapist due to sickness we will inform you of that change as soon as possible.
- A brief update at the handover points of each session. We want to maximise our time with the child, so communication between staff and parents/caregivers will happen at the beginning and end of a session only.
- All data and written reports will be kept in your child's binder. This will also include your monthly curriculum programme.
- At most fortnightly, but most often weekly, supervision is provided. Feedback is provided in the form of supervision notes which are logged in our system and are also added to the child's binder for parents and other therapists to access.
- Once a month you will be invited to join the clinical team session where your child's progress will be discussed, and you will have an opportunity to ask further questions.
- Should you wish to arrange time to have a further discussion please speak to your Head teacher who will look for a suitable time.

In line with our Assessment policy and Early years framework parents will also receive written copies of:

- Two-year-old check report
- Transition/Leaver's report

7. POLICIES AND PROCEDURES

As part of your commitment to our services please ensure that you have read and understood the following policies. All are available on our website.

- First Aid Policy
- Child Sickness Policy
- Intimate Care Policy
- COVID 19 Policy
- Complaints Policy and Procedure
- Behaviour Policy
- Safeguarding Policy
- Assessment Policy
- Curriculum Policy
- Health and Safety Policy
- Missing Child Policy



- I confirm that I have read and understood the Parent's Handbook and will comply with its terms.

Signed by the Parent(s) / Guardian(s) named above:

Signed:

Signed:

Print Name:

Print Name:

Dated:

Dated: