believe in me
Developmental Therapy Center

COVERAGE PROCEDURES

In the event a staff member is out and coverage is needed, Believe in Me follows the steps outlined below to do everything possible to secure coverage for your child.

1. We will first see if we have a practitioner available. If someone is available, this means their child has already called out. We work on a 1:1 ratio and do not have extra/substitute staff on hand.

2. If we do not have an available practitioner, we will assign Mr. Chris. Mr. Chris is an ABA practitioner but is also our Day Program Supervisor and has additional program coordination and supervision duties. If we do assign Mr. Chris and another practitioner becomes available, we will switch him off and you will be contacted with this information.

3. If we do not have an available practitioner and Mr. Chris is already assigned, we will then check with our BCBAs to see if they are available for coverage. Our BCBAs provide supervision daily and also hold meetings with families which means they are not always able to step in for coverage, but they do their best! If we do assign a BCBA and another therapist becomes available, we will switch them off and you will be contacted with this information.

4. Our last resort will be to cancel your session. As you can see, we do everything we possibly can to avoid this! If we reach out to cancel your session, you will also be given the option to be contacted if a practitioner becomes available so that your child could potentially come in. If you'd prefer *not* to be on stand-by and would prefer to keep the session cancelled, you can let us know.

Please know - based on the above information - this is why you may hear from us multiple times with coverage updates as the procedure unfolds. We do everything we can to maintain consistency but also don't want any kiddos to lose services. All of our staff are familiar with each and every child in the program as we are a very close-knit and supportive community here. Never fear - even if you are not yet familiar with your covering staff member, they already know your child!

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