



**Family Handbook**  
**Policies & Procedures**

Corporate Offices  
7205 W. 120<sup>th</sup> Avenue  
Broomfield, CO 80020  
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[www.spectracenter.org](http://www.spectracenter.org)  
v.2

## **Scope & Purpose of Handbook**

This handbook has been prepared to give you general information about the organization and the rules and policies under which we operate. From time to time, you may receive updated information concerning changes in policy. For any questions, please contact SPECTRA Centers, Inc. at 303.665.6800.

## The Company & Our Facilities

SPECTRA has multiple facilities that offer specialized behavioral, educational, and clinical services for our clients and our students, ages birth to adult:

### **SPECTRA Psychological & Counseling Services**

Mental Health & Counseling Services for Children and Adults  
11310 Huron Street, Suite 225, Northglenn, Colorado 80234

### **SPECTRA Autism Center**

Behavioral & Clinical Services for Children with ASD related neurodevelopmental disorders  
1650 West 121st Avenue, Westminster, Colorado 80234

### **SPECTRA School (Facility School Approved by the Colorado Department of Education)**

Educational Services for Students with ASD related neurodevelopmental disorders  
7205 W 120<sup>th</sup> Avenue, Broomfield, CO 80020

### **Establishment**

SPECTRA was founded in 2003 as a single treatment center and has grown into multiple facilities that offer behavioral, educational, and mental health services for the community of autism and related neurodevelopmental disorders. Amy K. Gearhard, M.S., BCBA, and company CEO founded the organization.

### **Our Mission**

Our mission is to bring unity to clinical, behavioral, and educational services through:

- integration of disciplines in treatment
- the collaboration of professionals
- and service to our community

### **Our Vision**

Our vision is to establish the Interdisciplinary Intervention Model as a standard means of treatment for families throughout Colorado and as an accessible platform for training for professionals throughout the world.

### **Our Values**

1. Dream big.
2. Yes, we can.
3. Play well with others.
4. Make time, be present.
5. Give thanks.
6. Work hard, play hard.

## Licensing & Regulations

SPECTRA Centers Education and Training Campus (SPECTRA School) is an approved Facility School through the Colorado Department of Education (CDE) and Day Treatment Program through the Colorado Department of Human Services (CDHS).

SPECTRA Autism Center, SPECTRA's Outpatient Clinic, and SPECTRA Psychological & Counseling Services are under the direction and guidance of CDE, CDPHE, and SPECTRA's Day Treatment License (CDHS). SPECTRA's facilities are also each under the direction of the location health authority in their respective county (Broomfield Health and Environment and Tri County Health Department).

Current Fire and Health Department Inspection reports are on file. Upon request, you may review them. SPECTRA's current licensing certificates are posted.

## Services & Availability

### New Enrollment

Before a client can be enrolled for services, two steps must be confirmed:

1. Completion of the Intake Packet and submission of all supplemental documents.
2. Receipt of service authorization from funding agency.

Upon receiving the above documents, confirmation will be given as to whether our program(s) will meet you / your family's needs.

### Increasing / Decreasing Hours

Families wishing to increase or decrease service hours must submit their request in writing. Changes to schedules are made on a monthly basis. All requests should be submitted by the 15th of the month prior to which they are requesting changes occur. Requests to increase hours will be accepted based on availability and taken in the order in which they were received.

### Program Change

A request for a change in programming (e.g. Remote / Telehealth to In-Person services) may take up to 4-6 weeks to be processed due to staffing, scheduling, transportation, or other related matters, depending on the program.

### Enrollment Dates

Enrollment in SPECTRA programs is ongoing, year-round. Services will be offered based upon availability.

### Wait List

If an opening is not currently available, the client name will be added to our wait list. As services or specific time slots become available, they will be extended to families in the order in which they were placed on the wait list.

## Withdrawal

Families wishing to withdraw from services are asked to submit their request in writing to the Facility Director of their program thirty (30) days prior to withdrawing. This will allow time to prepare for discharge and reporting to the funding agency.

## Discharge

SPECTRA takes pride in transparency, acknowledging that the organization and its services may not be the best fit for all cases. Some situations that may result in discharge include regularly missing services, a client's continual discontent with services, or a need for services above and beyond the scope of SPECTRA's specialties. In this case, clients will be provided with a Discharge Note and recommendations for a referral, if needed.

A notice of action will be provided to the person receiving services / applicant, and to the person's parents if a minor, guardian, and authorized representative at least fifteen (15) days prior to the date actions enumerated.

## Services & Fees

SPECTRA does not require a diagnosis in order to receive services; however, it may impact funding, or the ability to receive coverage for services if a diagnosis has not been put in place. **Enrollment for all programs is based on space and staff availability.**

Services at each facility include, but are not limited to:

**1. SPECTRA Psychological and Counseling Services** offers counseling services for children and adults. The private pay rate is \$95 / hour.

2. SPECTRA Autism Center

The **Early Childhood Program** offers morning, afternoon, or full day sessions for children ranging in age from 18 months to 5 years, 11 months. The private pay rate is \$45 per hour.

The **Childhood / Adolescent Program** offers an afternoon session for school-aged children ranging in age from 6 years to 17 years, 11 months. The private pay rate is \$45 per hour.

The **CitySurfers Program** offers community based behavioral services each summer individuals ranging in age from 6 years to 18 years. The private pay rate is \$24.50 per hour.

The SPECTRA Autism Center offers clinical services in accordance with our ABA programming. Private pay rates are listed below.

- Speech Therapy, \$95 per hour
- Occupational Therapy, \$95 per hour
- Behavior Consultation, \$150 per hour
- Initial Behavior Assessment (IBA), \$350

**3. The SPECTRA School** is a facility school, approved by the Colorado Department of Education and provides educational services for students K-12 that have been placed out of district. More information is available through SPECTRA regarding placement.

## Insurance Updates & Collections

### Updates / Changes in Insurance and Address

Families are responsible for providing SPECTRA with current information regarding their insurance and address so that billing is correct. It is important to understand that a change in insurance (particularly without notification to SPECTRA) may result in a period of time where services are not covered. **Families will be responsible for all costs associated with this time period, as SPECTRA is unable to bill for it.** A minimum of 30 days notification is required to determine if SPECTRA is a provider and to avoid a possible delay in services.

### Collections

During the intake process, all families sign paperwork acknowledging their understanding that insurance denials for ANY reason, including no referral on file, deductibles, co-insurances, or partially paid claims are their responsibility.

All debts greater than \$250 and past 90 days due, with no contact from the family, are required to be reported to collections.

Because all payment is due when services are rendered (e.g. on site for a copayment or at the end of the month when the bill is sent for co-insurance), a debt should not accumulate.

However, in the unlikely event that it does, SPECTRA will reach out to the family three (3) times via phone, email, or both, to put a plan in place so that services may continue or to keep the balance from being sent to collections.

SPECTRA does not have the ability to hold debt for anyone, but will gladly work with any type of payments made on a regular basis. Your communication and effort is all that is asked.

### Non-Discriminatory Policy

SPECTRA works to employ and / or provide services to all persons without regard to race, sex, color, and national or ethnic origin.

## Daily Operations

SPECTRA hours of operation are Monday through Friday, 8:00 a.m. to 6:00 p.m. All calls are taken through the main office phone at 303.665.6800. In the event of a life-threatening emergency, please call 911 in order to access immediate help. In the event of a non-life threatening emergency, call the Denver Metro Crisis Center (24 hours a day, 7 days a week) at 1.844.493.TALK(8255).

### Phones

During hours of operation, a phone is available to staff to receive incoming calls and place outgoing calls. Local emergency phone numbers are posted by the phones, as well as the number for Poison Control. If our phone service is down, staff will use personal cell phones to complete calls.

## **Parking**

The front row parking at SPECTRA Autism Center and / or the front row designated areas noted on SPECTRA Transportation & Parking Map for the Campus has been reserved for family and visitors.

## **Visitors**

The front encourages collaboration and welcomes client family members and other collaborating professionals. Site visits are to be scheduled in accordance with the Facility Director. Due to the potential impact visitors can have, as well as the significant number of professionals that we collaborate with, visits are limited to a 30-minute session. Video and audio recording of sessions at SPECTRA is prohibited. We work to ensure that the privacy of each client is protected and the learning environment of each client remains uninterrupted to encourage confidence and comfort for our clients.

All visitors are required to abide by policies established by the organization, which includes strict guidelines concerning the privacy and confidentiality of each client. All visitors must complete the Visitor Form, review SPECTRA's Confidentiality Policy, and present a photo ID.

## **Communication**

SPECTRA welcomes communication with families and collaboration with other organizations to increase consistency in client services. Families may contact their staff with questions about programming via email ([first.last@spectracenter.org](mailto:first.last@spectracenter.org)) or via phone at 303.665.6800. Staff are not allowed to release personal contact information. Depending on the funding source, frequency, and / or length of the family meeting, a fee may be assessed. The family will be asked prior to setting up regularly occurring family meetings / consultations.

## **Intervention & Programming**

A number of components play a crucial role in the establishment and efficacy of SPECTRA'S programs and services. These include:

1. A compatible and shared philosophy amongst individuals working and interacting with the client (or the client themselves)
2. Continuous collaboration between professionals working with the client (or the client themselves) in order to retain a coherent program
3. Similarity in goals, direction, and general purpose of intervention
4. Consistency in strategies and approaches to behavior management

All services require face-to-face contact with the client, as well as meetings and consultation for the client's parent / guardian, when applicable, to address the progress and challenges of the established intervention program.

## **Other Therapies within SPECTRA**

Any outside therapies that the client may be receiving must be completed within the client's time and space. SPECTRA is not able to rent, sublease, or lend SPECTRA space to

others seeking to complete clinical / educational work. Collaboration through meetings is always welcome and encouraged.

### **Client Location Throughout the Day**

The majority of SPECTRA's services are center-based or remote; however, some clients work in the community as well. Should the client need to be located at any point in time, please check with the Facility Director for assistance.

## **Arrival & Departure Procedures**

### **Arrival**

Upon arrival, it is important to see that clients are checked in with a SPECTRA staff member. This provides a written record of attendance and an accurate record for the day in case of an emergency. All copays and program fees are due prior to services.

### **Departure**

Clients may leave after a session has been completed. Minors may be picked up by parents / caregivers or those listed as Emergency Contacts. In the event of an emergency, please contact SPECTRA to let us know that someone else will be picking up so that we will be expecting them. Photo identification will be required for pickup.

### **Attempt of Unauthorized Pickup**

SPECTRA will not release clients to unauthorized individuals. If a pick-up attempt is made by an unauthorized individual, the parent / guardian will be contacted by phone. If they are unable to be reached, SPECTRA will contact, in order of listing, the adults referenced as authorized for emergency contact and pick up.

### **Late Pick Up**

SPECTRA's sessions and programs run continuous throughout the day, making your timeliness a key part of our success as we work to respect start times for other clients' programs, as well as staff lunch and break times.

A late fee will not be assessed for the first occurrence; however, it will be documented. A charge of \$10, per 10-minute block of time, will be assessed for all late pickups. All late fees will be billed directly to the client, regardless of funding source. Excessive late pickups will warrant a meeting with the Facility Director. If the parent does not arrive after 20 minutes, we will begin contacting individuals on your Emergency Contact list. If all emergency contacts have been exhausted with no response, authorities will be contacted.

## **Holidays, Absences, & Closures**

SPECTRA provides year-round programming, observing holidays, and scheduled breaks, during which services will not be provided and all offices will be closed. These dates will be made available on the annual calendar so that clients can plan accordingly.



## **Attendance**

Consistent attendance is of paramount importance to performance, skill acquisition and mastery, and therapeutic progress. Regular attendance also facilitates the development of habits that are essential for ongoing progress and maintenance of skills/strategies. It is the responsibility of families, clients, and SPECTRA to ensure regular attendance.

Clients will be assessed a \$50.00 fee (No call / No show) if the appointment is not cancelled. **To cancel a scheduled service, please call 303.665.6800.** Calling or emailing a staff member personally will still result in a fee assessment.

If three (3) scheduled appointments are missed in a quarter, SPECTRA will contact the client to determine the reason for absences and consider an alternate schedule that may better suit the family's needs. The client may be discharged if more than 3 absences occur across a quarter.

## **Professional Development**

SPECTRA reserves time each year for the purpose of Professional Development for staff. These dates are available on the annual calendar so that clients can plan accordingly.

## **Severe Weather Closure**

In the event of a full day closure for all facilities, SPECTRA typically follows the Adams 12 School District schedule. A determination for snow days will be made as early as possible, but no later than 6:00 a.m. that day. This information will be posted on Channel 9 and an email will be sent out. SPECTRA not have late start and early release policies. In the event that other Districts have adjusted these times, the following can be expected at SPECTRA:

- Late Start: SPECTRA will be OPEN.
- Early Release: SPECTRA will make a decision when each of their facilities will close on a case-by-case basis – dependent on students, transportation, and weather.

## **Emergency Procedures**

### **Medical Protocol**

All staff are First Aid / CPR certified. Client medical concerns and protocol, along with food allergies, are noted in their files.

### **Injury / Accident / Illness**

If a client becomes ill while at SPECTRA, he or she will be asked to go home (or the family will be called for pick up). If a client is hurt, an accident report form will be completed so the appropriate notifications may be made. If and when necessary, Emergency Medical Services and family contact will be made. Should the need be determined by EMS, the client will be taken to the nearest hospital.

### **In Case of Medical Emergency**

In the event of an emergency, SPECTRA will contact Emergency Medical Services as well as the client's family. Should the need be determined by EMS, the client will be taken to the nearest hospital.

## **Fire**

Fire evacuation plans are posted by each door. SPECTRA has a monitored fire alarm system. If a detector senses smoke or fire, an alarm will sound and automatically notify Fire Department for their response. An orderly evacuation of the facility will begin immediately. Parents and / or emergency contacts will be notified for pickup. If required, drills will be scheduled by the Facility Director, at various times, so everyone is familiar with the routine and conduct. SPECTRA is also inspected annually by the Fire Department for fire safety.

## **Tornado**

In the event of a tornado alert, client and staff will move to the interior of the facility for their protection. If required within the facility, drills will be scheduled in the spring so all are familiar with the routine and precautions.

## **Power Failure**

Emergency lights are mounted on the walls so no one will be in the dark in the event of a power failure. Facility Directors' cell phones may also be made available for emergency calls in the event of a power failure.

## **Water Failure**

If SPECTRA were to lose water supply and it could not be restored within a reasonable amount of time, clients will be notified by phone for service cancellation or pick up.

## **Unforeseen closure**

Clients will be notified by phone if for some reason SPECTRA would need to close during the day.

## **Missing Person**

Staff are required to continually account for each client. In the event that someone is missing, our staff will search the building and outside grounds. If not found, the police and the client's family will be notified while our staff begins searching the area surrounding the building.

## **Lockout & Lockdown Procedures**

When notified by the Police Department, SPECTRA has procedures in place to address emergency situations both inside and outside of the facility. The procedures are reviewed regularly at each facility.

## **Lockdown – “LOCKS, LIGHTS, AND OUT OF SIGHT”**

**During a Lockdown situation, the perceived danger is inside the building.** A Lockdown requires that client and staff action remain quiet and does not mandate locking the outside doors.

During a Lockdown, all office and classroom doors are locked, lights are turned off, and everyone is moved away from windows and doors. Everyone is encouraged to remain quiet. The hallways are kept clear so the Police Department can come into the building and take action. **For the safety of all lives involved, NO door within the facility will be**

**opened for any reason. No clients, staff, or other individuals will be let IN or OUT of the room they are in for any reason.**

Upon receiving notification of a Lockdown at a SPECTRA facility, SPECTRA Corporate staff will contact client families to notify them of the situation and remain in communication with them as the Police Department works to release the Lockdown within the facility.

### **Lockout – “BUSINESS AS USUAL”**

**During a Lockout, the perceived danger is outside of the building.** Staff move all clients and activities inside, secure the perimeter, lock all exterior doors, and keep working - 'business as usual'. All facility/exterior doors will be closed and remain locked, until the Police Department has officially removed the risk from the area and released the hold.

Upon receiving notification of a Lockout, SPECTRA Facility Director and Corporate Staff will account for all clients, contact client families and / or transportation to notify them of the situation. They will ensure them that the clients are safely inside the facility where they will continue working, and will be released as soon as the Police Department releases the Lockout hold in the area.

**SPECTRA facility doors will not be opened during a Lockout for any reason. No clients, staff, or other individuals will be let IN or OUT of the building for any reason.** The opening of facility doors defeats the purpose of a Lockout and is a significant risk to all involved, allowing a police suspect the opportunity to get inside the building. Parents and / or caregivers that arrive at SPECTRA during a Lockout to pick up their child will not be able to do so until the Lockout has been released.

SPECTRA Facility Director and/or Corporate Staff will also account for their staff members that may be out of the facility for lunch or on break. They will contact them via phone and notify them of the situation. Facility doors will not be opened for SPECTRA staff members that are away from the building when a Lockout occurs, which may impact the availability of services later in the day.

## **Health Procedures**

### **Illness**

SPECTRA works to maintain a safe and healthy environment for all clients, families, and staff. When a client is ill, he or she should not attend SPECTRA. If the symptoms begin after the client's arrival, he or she will be asked to return home or be picked up. If arrangements cannot be made for pick up within 30 minutes, an individual on the client's Emergency Contact list will be called for assistance. This is for the comfort of the client and for the safety of others at SPECTRA. Illness symptoms include:

- Temperature over 100.4 degrees
- Intestinal disturbance accompanied by diarrhea or vomiting
- Any undiagnosed rash
- Sore or discharging eyes or ears; profuse nasal discharge
- Vomiting
- Any symptoms indicating a contagious illness

- Neurological symptoms without a previous documented history
- Unusually lethargic or irritable

With an illness requiring antibiotics, the client will need to be taking the antibiotics for 24 hours before returning to SPECTRA. It is important for you to call us to advise us absence, symptoms, and diagnosis so that we may pass this information on to others who may have been exposed. **Please refer to SPECTRA's most recent copy of the Covid Policy for licensing requirements on symptoms and the procedures for return to services.**

### **Covid-19**

SPECTRA has a Covid-19 Policy on file that has been approved by our regulatory licensing agencies. Given the continuous changes, SPECTRA's Policy will be updated regularly and provided to all clients, staff, and funding agencies, as required according to our licensing specialists.

There is an inherent risk of exposure to Covid-19 that exists in any public place where people are present. Risks of exposure to the virus cannot be completely eliminated by SPECTRA. By attending SPECTRA Centers, Inc. you voluntarily assume all risks related to exposure to Covid-19 and you agree to indemnify and hold SPECTRA harmless from any and all damages resulting from the unlikely event of exposure to Covid-19, including any and all consequential exposures.

### **Administering Medication**

SPECTRA's preferred arrangement is that all medicine is taken at home. In order for medicine to be administered at SPECTRA (on an as-needed basis only) state regulations require the appropriate release be completed and signed by your doctor. If written parent permission is required, it must be submitted as well. Medication must be in its original pharmacy container, appropriately labeled by the pharmacy. Please give your physician the completed form and the medicine to the Facility Director of your program. A staff member trained in Medicine Administration, delegated per the Nurse Practice Act to dispense the medicine according to the doctor's instructions, will administer.

Non-prescription or over-the-counter medicines, including sunscreen, require an Authorization to Administer Medicine form from you / doctor and written parent permission as well.

### **Reporting Communicable Illnesses**

It is a state regulation for clients to inform us immediately if a client is diagnosed with a communicable illness such as hepatitis, measles, mumps, meningitis, diphtheria, rubella, salmonella, tuberculosis, giardia or shigella. SPECTRA will then notify its regulating Health Department. It is strongly requested to inform us even if you have just been exposed to a communicable illness.

### **Food Restrictions**

Any food or liquids brought into the facility may not be shared with others, including staff. Clients are responsible for bringing their own liquids, lunch, and / or snacks.

## Reporting and Violations

### Reporting Child Abuse

All employees of SPECTRA are mandated reporters. **By law, SPECTRA is required to report any suspected signs of neglect or child abuse.** If possible, reports of suspected abuse or neglect should be made to the county in which the activity is taking place. The phone number can be found on the Colorado Department of Human Services website.

**Adams County Department of Social Services**, Human Services Building,  
7190 Colorado Boulevard, Commerce City, Colorado 80022  
Phone: 303.412.5212

### Licensing Violations

To file a complaint about services or licensing violations, you may contact:

#### Colorado Department of Human Services

Division of Early Care and Learning, 1575 Sherman Street, Denver, Colorado 80203-1714  
Phones: 303.866.3755 or 1-800-799.5876

Our most recent report of inspection is available upon request.

#### To file a complaint about services or licensing violations specific to Medicaid Waivers:

Complaint Intake Coordinator  
Health Facilities & Emergency Medical Services Division  
4300 Cherry Creek Drive South, Denver, Colorado 80246

Home and Community Services Complaint Line  
Phone: 303.692.2910 or 800.842.8826  
Email: [healthfacilities@state.co.us](mailto:healthfacilities@state.co.us)

## Grievance Policy

If you would like to express a grievance, please contact the SPECTRA Facility Director in writing (email is acceptable). The Facility Director will work with your family to ensure that your concerns are heard and that an appropriate plan and resolution for the grievance has been put in place.

If the Facility Director is unable to address the grievance, or the concern persists, SPECTRA will arrange a face-to-face meeting with relevant members of the SPECTRA team and the family, up to and including, the funding agency, if appropriate. From this collaborative meeting, the resolution will be documented in a written plan and followed.

Please allow 5 to 7 business days for the response to a filed grievance.

No individual shall be coerced, intimidated, threatened or retaliated against because the individual has exercised his or her right to file a grievance or has participated in the grievance process. If you are needing assistance in the submission of a grievance, please contact the Facility Director for your facility.