



New Family **Onboarding Packet**

Everything you need to get started with
Behavior Bridge of the Highlands

Please read through this packet, complete the forms, and
return them to us by email or at your first visit. We're so
glad you're here!

(863) 273-0566

behaviorbridge.highlands@gmail.com

Serving Highlands County, FL & surrounding counties
Page 1 of 10



Welcome to Behavior Bridge!

Dear families,

Welcome to Behavior Bridge of the Highlands! I'm Lenisa Ragoodial, a Board Certified Behavior Analyst (BCBA) and the founder of this practice.

Starting therapy is a big step, and I want you to know you've come to the right place. I started Behavior Bridge to bring compassionate, play-based ABA therapy to families right here in Highlands County — because every child deserves support close to home, and every family deserves a team that truly listens.

What happens next

- 1. Complete and return this packet (by email or at your first visit).**
- 2. We'll schedule your child's assessment — a relaxed, play-based visit** where I get to know your child.
- 3. I'll create a personalized treatment plan built around your child's** strengths and goals, and we'll review it together.
- 4. Therapy begins! We'll meet regularly, track progress, and keep you** involved every step of the way.

When you work with us, you work directly with me — from the first assessment through every step of your child's progress. No hand-offs, no call centers.

Thank you for trusting us with your family. I can't wait to meet you!

Warmly,

Lenisa Ragoodial, BCBA

Founder, Behavior Bridge of the Highlands



What to Expect

Here's a simple overview of how therapy works at Behavior Bridge of the Highlands:

1. Paperwork & intake

You complete this packet and we verify your Step Up for Students scholarship or other coverage. We'll answer any questions before anything begins.

2. Assessment

I meet your child for a play-based assessment, observe their strengths and needs, and talk with you about your goals and concerns. This usually takes one to two visits.

3. Treatment plan

I write a personalized plan with clear, measurable goals. We review it together and you approve it before therapy starts.

4. Therapy sessions

Regular one-on-one sessions built around play, daily routines, and real life. You'll get updates on progress, and we'll adjust goals as your child grows.

5. Parent & caregiver training

You're part of the team! I'll coach you on strategies that work at home, at daycare, and everywhere in between — because progress shouldn't stop when the session ends.



How to Add Us as Your Step Up Provider

Behavior Bridge of the Highlands is an approved Step Up for Students provider. Once your child's Unique Abilities (FES-UA) scholarship is funded, follow these steps in the EMA parent portal to select us — then we bill Step Up directly for eligible services.

- 1. Log in to your EMA account at stepupforstudents.org.**
- 2. Click Marketplace in the left-hand menu.**
- 3. Choose Find Providers.**
- 4. Select the student you're setting up services for.**
- 5. Search for "Behavior Bridge of the Highlands" by name.**
- 6. Select the service, choose the quantity, and click Add to Cart.**
- 7. Go to your cart and click Reserve Funds.**
- 8. You're all set! Call us at (863) 273-0566 to schedule services.**

Tip: if you don't see us right away, try searching by our email (behaviorbridge.highlands@gmail.com) or service area. Portal designs change — if these steps look different, call us and we'll walk you through it together.

Questions about eligibility? Call or email us anytime — we're happy to help you figure it out before you commit to anything.



Practice Policies

Please read these carefully. By signing below, you acknowledge that you understand and agree to these policies.

Attendance & cancellations

- Please give at least 24 hours' notice to cancel or reschedule a session. You can call or text (863) 273-0566.
- Late cancellations and no-shows may be documented and, if repeated, we will meet to review whether our schedule continues to be a good fit.
- If your child is ill (fever, vomiting, contagious illness), please cancel — we'll happily reschedule.

Payment & billing

- For eligible families, we bill Step Up for Students directly for covered ABA services.
- Families are responsible for any services not covered by their scholarship or other funding.
- If your funding changes, please let us know right away so we can adjust together.

Communication

- The best way to reach us is call or text (863) 273-0566, or email behaviorbridge.highlands@gmail.com.
- We respond within one business day. For urgent concerns about your child's safety, contact emergency services first.



Parent & caregiver participation

- A parent or authorized caregiver must be reachable during sessions.
- Parent/caregiver training is part of treatment — your participation directly supports your child's progress.

Discharge

- Services may end when goals are met, at your request, or if repeated missed sessions or non-participation prevent effective treatment.
- We'll always discuss it with you first and help with next steps or referrals when possible.

I have read and agree to the practice policies above.

Parent/Guardian signature

Date



Consent for ABA Therapy

Please read each statement. By signing, you give your informed consent for your child to receive applied behavior analysis (ABA) services from Behavior Bridge of the Highlands.

- I understand ABA therapy is an evidence-based treatment that teaches communication, daily living, social, and behavior skills through structured, play-based sessions.
- I understand that, as with any therapy, results vary and no specific outcome can be guaranteed.
- I understand sessions may be observed (in person or by video) for supervision and quality purposes.
- I understand that data on my child's progress will be collected during sessions and used to guide treatment decisions.
- I understand I may ask questions about treatment at any time, and I may withdraw consent and end services at any time by notifying the practice in writing.
- I understand the practice will communicate with me about treatment goals, progress, and any recommended changes.
- In case of emergency during a session, I authorize staff to seek emergency medical care for my child if I cannot be reached.

Child's full name _____

I give consent for my child to receive ABA therapy services from Behavior Bridge of the Highlands.

Parent/Guardian signature

Date



Notice of Privacy Practices

Acknowledgment

We protect your child's health information as required by HIPAA. In plain language, this means:

- We use your child's information to provide therapy, bill for services (such as Step Up for Students), and run our practice.
- We do not share identifiable information without your written permission, except as required or permitted by law (for example, if there is a serious safety concern).
- You have the right to see your child's records, request corrections, and get a list of certain disclosures we've made.
- You have the right to a full copy of our Notice of Privacy Practices at any time — just ask and we'll provide it.
- If you ever believe your privacy rights were violated, you may file a complaint with us or with the U.S. Department of Health and Human Services. Filing a complaint will never affect your child's care.

Child's full name

I acknowledge that I have been offered a copy of the Notice of Privacy Practices of Behavior Bridge of the Highlands.

Parent/Guardian signature

Date



New Client Intake Form

Child's information

Child's full name

Date of birth

Home address

Parent / guardian information

Parent/guardian name(s)

Phone

Email

Coverage

Step Up for Students scholarship ID (if applicable)

Insurance provider & member ID (if applicable)

About your child

Diagnosis (if any)

Current concerns or goals you'd like us to focus on

Days/times that generally work best for sessions



Before Your First Visit

Use this checklist to make sure everything's ready:

- ☐ Intake form completed (page 8)
- ☐ Practice policies signed (page 5)
- ☐ Consent for treatment signed (page 6)
- ☐ Privacy acknowledgment signed (page 7)
- ☐ Added Behavior Bridge of the Highlands as your provider in EMA (page 4)
- ☐ Gathered helpful documents: diagnosis/evaluation paperwork, scholarship ID, insurance cards

How to return this packet

- Email: send completed pages to behaviorbridge.highlands@gmail.com (photos or scans are fine).
- In person: bring the packet to your first visit.

Once we receive everything, we'll call you to schedule your child's assessment. We can't wait to meet your family!

Questions? Call or text (863) 273-0566

behaviorbridge.highlands@gmail.com · behaviorbridgefl.com

Thank you for trusting Behavior Bridge of the Highlands!