



Section	
Policy Number	
Policy Name	
Effective Date	
Revision Date	

Placing Services on Hold during COVID-19 Pandemic

I. Purpose

The purpose of this policy is to serve as a guideline for temporarily placing client services on hold due to extenuating circumstances associated with clinic closures as a preventative measure during the COVID-19 pandemic.

II. Scope

This policy applies to all clients served at MDS.

III. Exceptions

None

IV. Definitions

PSP = Patient Support Person; the person who will be directly implementing ABA strategies with the client in the Telehealth therapy format.

V. Policy Statements

1. Alternative forms of therapy will be explored and ruled out by the client's treatment team before placing services on hold is considered the best option. These forms include:
 - a. Home-based services
 - b. Telehealth services
2. Services may be placed on hold for the following reasons:
 - a. Client's funding source does not cover any other available modality of therapy.
 - b. Qualified PSP not able to be present during the time of therapy.
 - c. Limited access to appropriate technology for telehealth services.
 - d. PSP training not able to be completed adequately.
 - e. Illness or death in family.
 - f. Client's maladaptive behaviors not suitable for telehealth services.
 - g. Any other reason deemed appropriate for suspension of services by family or Meaningful Day Services
3. Services being placed on hold is a temporary status and absences will not be counted against families during the time the hold is active.
4. Parents/guardians will still be responsible for maintaining communication deemed essential with MDS while services are placed on hold.



5. Prior to services being placed on hold, or anytime during the hold, your child's behavior analyst will be available for parent guidance and support.
6. Client/guardian will be notified of any changes in duration of hold of services.

VI. Procedures

1. If all modalities of therapy are deemed unsuitable for the client during clinic closure, the client's BCBA will fill out the Services Placed on Hold form.
2. The Hold form will be sent to the client/guardian and any applicable team members.
3. The form will include:
 - a. Date hold begins
 - b. Date hold ends (if known)
 - c. Services being placed on hold
 - d. Presenting condition
 - e. Client status at last contact
 - f. Reason(s) for placing hold on services
 - g. Brief description of additional support/recommendations given to family during hold on services
4. MDS will contact family if the duration requirement of the hold changes.

VII. Forms/Appendices

Placing Services on Hold form

VIII. Responsibility

Client Treatment Team

IX. Approval