

HIGHLIGHTS HEALTHCARE

New Employee Onboarding Resource

NEW RBT HIRE PACKET

Orientation • Clinical Expectations • Onboarding Resources

Welcome to Highlights Healthcare

Use this packet as a practical guide during orientation, training, and your first weeks in the center. Review each section with your trainer or supervisor and ask questions whenever expectations are unclear. Keep this packet available as a reference for documentation, safety, communication, and daily routines.

New Hire Name: _____

Center: _____

Start Date: _____

Supervisor / Trainer: _____

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New RBT Hire Packet

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Tip: Keep this packet accessible during your first weeks and review center-specific guidance with leadership.

Rules of Engagement for RBTs

General expectations for safe, active, and supportive client sessions

Purpose: These expectations apply across learning spaces and activities. Follow each client's individualized plan, your supervisor's direction, and all Highlights Healthcare policies and procedures.

1

Prioritize Safety

- Always supervise clients closely and remain attentive throughout activities.
- Maintain safe positioning and monitor the use of materials, equipment, and the environment.
- Follow the client's behavior plan, safety procedures, and supervisor direction at all times.

2

Engage Actively

- Use enthusiasm, positive attention, and energy to stay engaged with clients.
- Encourage participation by using client interests, familiar routines, reinforcement, and interactive opportunities.

3

Structure Activities

- Plan sessions around clear clinical objectives and the client's programmed goals.
- Use a variety of appropriate activities and visual supports to help clients anticipate expectations and transitions.

4

Model and Teach

- Demonstrate how to use materials and equipment correctly and safely.
- Teach skills through clear modeling, prompting, practice, and reinforcement in accordance with the treatment plan.

5

Encourage Communication and Expression

- Provide appropriate opportunities for clients to make choices, communicate, and express preferences.
- Validate appropriate communication and creativity while maintaining a supportive, respectful environment.

6

Clean and Sanitize

- Clean and sanitize session materials, toys, surfaces, and equipment according to clinic procedures.
- When clinically appropriate, include cleanup as part of the client's routine and skill-building opportunities.

Stay present. Stay safe. Stay engaged. Ask your BCBA or leadership whenever you need guidance.

Clinic Expectations

Everyday standards for client care, professionalism, session quality, and communication

1. Client Care

- Keep clients within arms' reach and under appropriate supervision; never leave a client unattended.
- Wash clients' hands before and after eating, after sensory play as appropriate, and after visits to the restroom.
- If a client shows observable signs of illness, stay with the client, address immediate safety and comfort needs, and note the specific symptoms you observe. Follow clinic illness procedures and notify leadership when symptoms persist or worsen, meet clinic illness/exclusion criteria, or you need guidance on next steps.
- Check diapers/restroom needs according to the client's schedule and complete required restroom documentation.
- Complete supply or 'needs more' notifications as needed.

3. Session Rules

- Take accurate data. If you are unsure how to record something, ask your BCBA or supervisor.
- Behavior is part of treatment. Follow the behavior plan and work through behavior safely rather than avoiding programmed situations.
- Bring programming ideas or concerns to your BCBA before making changes.
- Use clean, positive, and professional language. Do not discuss a client's behavior in front of clients or other unauthorized individuals.
- Remain engaged with your client, including during group activities and reinforcement periods.
- Follow prescribed trial and teaching opportunities for each target; maximize appropriate practice when time and the treatment plan allow.

2. RBT Expectations

- Be on time and plan extra time for your commute and arrival routine.
- Maintain a respectful workplace. Avoid gossip or disparaging talk; if a teammate is struggling, offer appropriate support or notify leadership.
- Reach out before you feel overwhelmed. Look for solutions and communicate with leadership when support is needed.
- Complete and convert scheduled sessions and required documentation according to clinic procedures.
- Review and complete assigned cleaning responsibilities.

4. Reminders

- If you need to make a personal phone call or step away, request appropriate coverage or a break first.
- Stay engaged with the client during reinforcement and leisure activities.
- Keep CentralReach notifications enabled as required so you receive schedule changes and updates.
- Do not use personal cell phones during sessions except for approved work purposes or emergencies.
- Keep assigned communication devices, such as walkie-talkies, with you and ready for use.
- Report incidents right away by completing the incident report and notifying a supervisor without delay.
- Vapes, cigarettes, nicotine products, and other tobacco-related products are never permitted on the clinic floor or anywhere on company property.

Individual Responsibilities

Maintaining a clean, safe, and ready-to-use clinical environment

Every team member plays a role in infection prevention, organization, and maintaining a welcoming environment for clients and coworkers.

1

Sanitizing Surfaces

- After each session, clean table tops, chairs, and other frequently used surfaces thoroughly. After eating activities, wipe down and sanitize surfaces according to clinic procedures.

2

Sanitizing Toys and Materials

- Before returning toys or materials to shared or reinforcement areas, make sure items used during the session are cleaned and sanitized according to clinic procedures.

3

Use Approved Products

- Use only clinic-approved sanitizing solutions or wipes and follow label directions, required contact times, and any applicable safety procedures.

4

Follow the Cleaning Routine

- Complete assigned cleaning tasks throughout the day. Return materials to designated locations and leave session areas ready for the next client and staff member.

5

Ask When Unsure

- If you are unsure how to clean an item, whether a product is approved, or where an item belongs, ask leadership before proceeding.

Shared standard: Everyone is responsible for maintaining a clean and safe environment by consistently sanitizing surfaces and materials throughout the day.



Dress Code Policy

Highlights Healthcare has a year-round casual yet professional work environment for its employees. Even though the dress code is business casual, it is important to project a professional image to our customers, visitors and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Appropriate workplace clothing does not include clothing that is too tight fitting or revealing.

The following list is a guideline of appropriate and inappropriate attire under the dress policy. These are examples only and each location's managers or supervisors may determine if an employee is dressed inappropriately for the workplace within the dress policy.

Employees are encouraged to use good judgment and present themselves in a way that reflects professionalism, respect, and approachability.

Clothing & Attire:

Appropriate dress

- T-shirts (no graphics). Highlights branded attire, blue or green t-shirts are preferred.
- Polo Shirts
- Khakis
- Denim jeans or shorts, (long in length or knee length- employee is expected to use good judgement)
- Capri pants
- Scrubs
- Dresses or skirts (knee length) if appropriate for role/responsibility
- Employees should wear clothing that provides appropriate coverage and wear properly fitted undergarments consistent with the style of dress/clothing.

Inappropriate dress

- Logo clothing (sport teams, cartoon characters, etc.) if disruptive, unprofessional, or inconsistent with our mission.
- Sleeveless tops, halter tops, tank tops or crop tops
- Tight, revealing or otherwise inappropriate clothing
- Clothing that is ripped, frayed, stained or messy
- Leggings and Yoga Pants are permitted as long as they are non-transparent, clean, and in good condition. When wearing leggings or yoga pants, employees should pair them with longer tops, tunics, or professional-length shirts to maintain a polished appearance.

Footwear

- Casual shoes including clean athletic shoes
- Sandals, that fit the foot, and that do not allow the foot to slide while walking or running
- Flip-flops should not be worn



Hair & Grooming

- **Personal Hygiene:** Employees are expected to maintain good personal hygiene in order to support a professional, respectful, and comfortable work environment.
- **Fingernails:** Fingernails should be kept clean, neat, and at a safe length for the work performed. Extremely long nails or designs that interfere with job duties, safety, or hygiene are not permitted.
- **Hair Color:** Natural tones are preferred. Subtle highlights or lowlights in creative shades may be acceptable if they are not distracting in a professional setting.
- **Hair Style:** Hair should be clean, neat, and well-maintained. Styles may reflect personal preference and cultural expression, provided they do not interfere with safety or create a distraction in the workplace.
- **Facial Hair:** Should be neatly maintained.

Piercings

We value individuality and respect personal expression while maintaining a professional environment that supports our mission and the families we serve. Jewelry should be professional and not pose a safety risk.

- **Earrings:** Small to moderate-sized earrings are acceptable. Multiple ear piercings are permitted as long as they are not excessive or distracting.
- **Facial Piercings:** Small, discreet piercings (such as a nose stud) may be acceptable, provided they are professional in appearance and do not interfere with communication or safety.
- **Other Piercings:** Visible piercings beyond ears and face should be reviewed for appropriateness based on role, setting, and safety considerations.
- **Flexibility:** Supervisors may request removal or covering of a piercing if it poses a safety concern or is inconsistent with the professional environment.

Other Considerations

- Strongly scented lotions, perfumes, or colognes should be avoided as a courtesy to those sensitive to fragrances.
- Tattoos that are offensive, inappropriate, or distracting should be covered while at work.

All employees are expected to comply with this dress code and present themselves in a manner that is neat, professional, and appropriate for their role. If an employee's attire is deemed inconsistent with the policy, their supervisor may ask them to make adjustments, which could include leaving the office/learning center to correct the matter.

Any questions about appropriate dress or appearance should be directed to Human Resources, who can provide guidance and support.

Confidentiality, HIPAA & Professional Boundaries

Every interaction should protect learner privacy, dignity, and trust.

Protect private information. Keep relationships professional. Ask when unsure.

CONFIDENTIALITY & HIPAA REMINDERS

- Discuss learner information only with authorized team members who need it for their work.
- Do not discuss learners, families, schedules, diagnoses, behavior, or services in hallways, public areas, social settings, or with unauthorized people.
- Use approved company systems for work communication and documentation. Protect passwords and lock screens when stepping away.
- Do not photograph, record, screenshot, post, or share learner information on personal devices or social media unless specifically authorized by company policy.
- Keep paperwork, data sheets, and screens positioned so others cannot view protected information.
- If information is sent to the wrong person, lost, exposed, or discussed inappropriately, notify a supervisor promptly.

PROFESSIONAL BOUNDARIES

- Maintain a therapeutic, respectful relationship with learners and families; avoid becoming a friend, babysitter, or personal advisor.
- Do not exchange personal social media, personal contact information, gifts, money, or favors unless specifically permitted by company policy.
- Keep conversations focused on the learner, treatment, scheduling, and appropriate clinic communication.
- Do not promise outcomes, change treatment plans, or give clinical recommendations outside your role. Direct clinical questions to the BCBA.
- Avoid discussing coworkers, internal concerns, or other learners with families.
- If a family asks for something that feels outside your role or creates a conflict, pause and contact your supervisor.

QUICK TEST BEFORE YOU SHARE OR ACT

- Need to know? Is this person authorized and does the information support their job or the learner's care?
- Right channel? Am I using an approved company method and protecting the learner's identity?
- Right role? Is this within my RBT responsibilities, or should the BCBA/supervisor handle it?
- Would I be comfortable if this communication were reviewed by the learner's family, leadership, or Compliance?

Attendance & Schedule Notification Expectations

Timely communication helps protect learner coverage and supports the team.

NOTIFY AS EARLY AS POSSIBLE - AT LEAST 1 HOUR BEFORE YOUR SCHEDULED SESSION START

If you will be absent or late, do not wait until the start of your session. Earlier notice is expected whenever circumstances allow.

How to Notify the Team

- Message the Scheduling line: 704-794-3425.
- Also communicate through Teams and/or email so the appropriate team is aware.
- State clearly whether you will be absent or late, the date, and any schedule impact you know about.
- Keep protected learner information out of unsecured or unnecessary messages.
- Respond promptly if Scheduling or a supervisor needs clarification.

Important Expectations

- Provide at least one hour of notice before the scheduled session start whenever possible; more notice is strongly preferred.
- A message to a coworker does not replace notifying the proper scheduling/supervisory channels.
- For an emergency that prevents timely notice, contact Scheduling and your supervisor as soon as you are able.
- Follow any additional attendance, leave, or documentation procedures provided by Human Resources or leadership.

SAVE THE SCHEDULING LINE

704-794-3425

New-Hire Checklist Examples

Use these examples as practical checklists during onboarding and your first month.

FIRST DAY

- ☐ Complete HR orientation and required onboarding items.
- ☐ Confirm access to Teams, email, scheduling, CentralReach, and required systems.
- ☐ Save Scheduling contact information and review call-out expectations.
- ☐ Review clinic expectations, Rules of Engagement, confidentiality/HIPAA, and professional boundaries.
- ☐ Review dress code expectations and arrive in safe, professional attire.
- ☐ Meet your supervisor/BCBA and know who to ask for help.

FIRST WEEK

- ☐ Complete assigned shadow sessions and training activities.
- ☐ Review learner-specific BSPs and programs before providing direct services.
- ☐ Practice data collection and session-note documentation with supervision.
- ☐ Review assent/safe learner support expectations and Safety Care procedures.
- ☐ Review incident reporting expectations and where forms are located.
- ☐ Demonstrate correct cleaning/sanitizing routines and end-of-session responsibilities.

FIRST 30 DAYS

- ☐ Convert every scheduled session within the required timeframe.
- ☐ Include data in every direct session and follow session-note guidelines.
- ☐ Ask for feedback from your BCBA and apply coaching consistently.
- ☐ Know escalation pathways for clinical, scheduling, payroll, IT, HR, and safety questions.
- ☐ Review attendance, punctuality, communication, and professional conduct expectations.
- ☐ Confirm all assigned onboarding modules/competencies are complete.

Daily RBT Readiness Checklist

Example 2: a simple start-of-day, during-session, and end-of-day routine.

START OF DAY

- Arrive on time and review your schedule for all assigned activities.
- Check Teams/email for schedule changes or supervisor communication.
- Review learner programs, BSPs, safety information, and session materials as needed.
- Prepare data collection materials and reinforcers before session start.
- Confirm your environment is clean, safe, and ready for the learner.

DURING THE DAY

- Collect data during every direct session and follow the learner's approved programs/BSP.
- Pause the session during ancillary services (OT, PT, Speech) and during naps.
- Respond to refusal/distress with approved supports; do not force compliance.
- Maintain confidentiality and professional boundaries in all communication.
- Report incidents promptly and notify the supervising BCBA/supervisor as required.
- Ask for clinical help when you are unsure rather than improvising outside your role.

END OF DAY

- Convert every scheduled activity/session the same day whenever possible and no later than 24 hours from session start.
- Confirm session notes are complete, accurate, and follow documentation guidelines.
- Sanitize materials and surfaces and return items to their designated locations.
- Review tomorrow's schedule and address unresolved questions with the appropriate contact.
- Log out/secure devices and protect any learner information before leaving.

Assent & Safe Learner Support Expectations

Respond to refusal and distress with calm, clinically appropriate support.

Refusal is information. Distress is information.

Reduce pressure, assess what the learner is communicating, and use approved supports.

1. STOP

- Pause the demand.
- Lower your voice.
- Give space.
- Reduce pressure.

2. CHECK

- Is the learner asking for a break?
- Do they need help or a different approach?
- Is there too much stimulation?
- Could there be pain or discomfort?

3. SUPPORT

- Offer meaningful choices.
- Use transition supports.
- Modify the demand when clinically appropriate.
- Reinforce communication.
- Follow the learner-specific BSP.
- Re-pair before instruction when needed.

BEFORE PHYSICALLY GUIDING OR MOVING A LEARNER

- Ask: Is there an immediate safety risk?
- If NO: do not physically move the learner through refusal. Use environmental arrangement, choice, visual/transition supports, reinforcement, break/help communication, learner-specific BSP strategies, and clinical support as needed.
- If YES: follow the learner's approved safety/BSP procedure and your training. Use the least intrusive response necessary to address the immediate safety concern.

NEVER: Wrist leading • Pulling through refusal • Dragging • Forced compliance
Escalating physical or verbal pressure during distress

SAFE LEARNER SUPPORT

When a learner says or shows “no”

1 STOP

Pause the demand • Lower your voice • Give space • Reduce pressure

2 CHECK

What is the learner communicating?

Break • Help • Different approach • Too much stimulation • Pain/discomfort

3 SUPPORT

- Offer meaningful choices
- Use transition supports
- Modify the demand when clinically appropriate
- Reinforce communication
- Follow the learner-specific BSP
- Re-pair before returning to instruction when needed

SAFETY FIRST

Immediate safety risk? Follow the learner’s approved safety/BSP procedure.

NEVER

**NO wrist leading • NO pulling through refusal • NO dragging
NO forced compliance • NO escalating tone during distress**

Calm staff. Clear choices. Safe learners.

LEARNER HANDLING QUICK CHECK

Before physically guiding or moving a learner

IS THERE AN IMMEDIATE SAFETY RISK?

NO

Do not physically move the learner through refusal.

Use these supports instead:

- Environmental arrangement
- Choice
- Visual or transition support
- Reinforcement
- Break/help communication
- Learner-specific BSP strategies
- Clinical support when needed

YES

Follow the learner's approved safety/BSP procedure and your training.

Use the least intrusive response necessary to address the immediate safety concern.

REMEMBER

Refusal is information. Distress is information.

Escalating physical or verbal pressure is not a treatment strategy.

Follow learner-specific BSPs, approved safety procedures, and organizational policy.



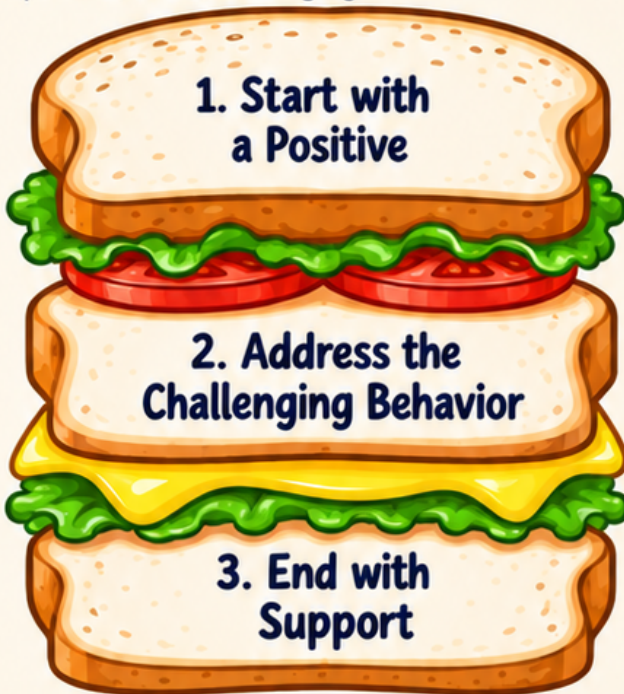
Using the Sandwich Method for Feedback

A Positive Approach to Supporting Children's Growth

Positive Conversations
Build Brighter Futures

What is the Sandwich Method?

The sandwich method is a simple, supportive way to talk about challenging behaviors. You "sandwich" the challenging behavior between positive statements to keep the conversation balanced, respectful, and encouraging.



A balanced conversation helps children feel valued, understand expectations, and builds confidence for future success.

Example of Using the Sandwich Method

1 Positive Feedback:

"I want to start by saying how well [Child's Name] engaged during our art activity today. They showed great creativity and even helped a peer."

2 Challenging Behavior Update:

"However, we did experience some challenging moments when it was time to transition to the next activity. [Child's Name] became upset and began to cry. It seems that the change was difficult for them, and they needed some extra support to calm down."

3 Positive Closure and Support:

"I'm confident that with some additional practice, [Child's Name] can manage transitions more smoothly. It might help if you could set a timer at home before transitions, so they know what to expect. Please feel free to reach out with any questions or concerns. I'm here to help!"

Tips for Success



Be Empathetic

Acknowledge that challenging behaviors can be difficult for families to hear about.



Stay Objective

Focus on the behavior rather than labeling the child, and keep your tone neutral and supportive.



Encourage Dialogue

Invite families to share their observations and concerns, making it a two-way conversation.



Follow Up

All follow-up regarding challenging behaviors will come from the BCBA. If parents have additional questions or concerns, direct them to the BCBA for further discussion and guidance.

By using the sandwich method, RBTs can effectively communicate about challenging behaviors in a way that promotes understanding and collaboration, ultimately supporting the child's growth and development.

Converting Notes & Data Requirements

Every scheduled activity must be documented accurately and completed on time.

COMPLETE AND CONVERT EVERY SCHEDULED SESSION BY THE END OF THE SCHEDULED DAY

If it is on your schedule, it must be converted. Unconverted scheduled sessions/activities will not be paid.

What Must Be Converted?

- HR orientation
- Shadow sessions
- Direct sessions
- Safety Care training
- Any other activity or session listed on your schedule

Timing Expectation

- **Complete and convert every scheduled session by the end of the scheduled day.**
- Do not leave scheduled sessions unconverted overnight.
- Follow all session-note guidelines and review documentation for completeness before converting.

Data Is Required in Every Direct Session

- Data must be collected and included in **EVERY direct session**.
- Documentation must accurately reflect the services provided and follow all session-note guidelines.
- Review data and notes for completeness and accuracy before converting.

End Sessions During Ancillary Services & Naps

- **End the ABA session** when Occupational Therapy (OT), Physical Therapy (PT), or Speech services begin.
- **End the session** when the learner begins a nap.
- Begin a new ABA session only when ABA services are actively being delivered again, and document according to session-note guidelines.

Convert by end of scheduled day | Include data | End sessions when ABA services are not active | Follow note guidelines

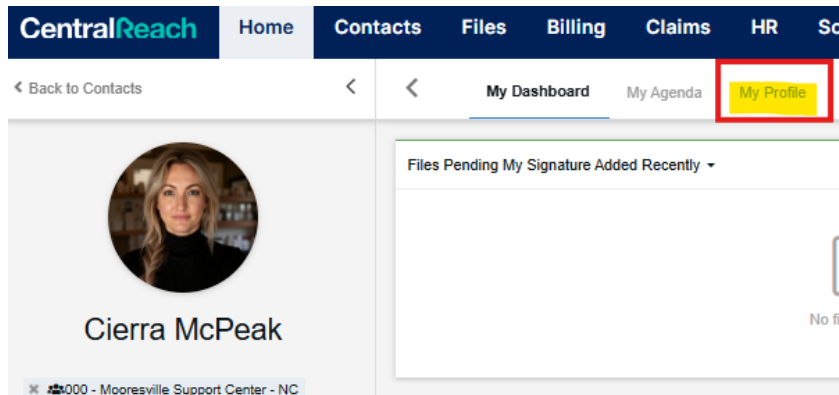


Work Instruction:

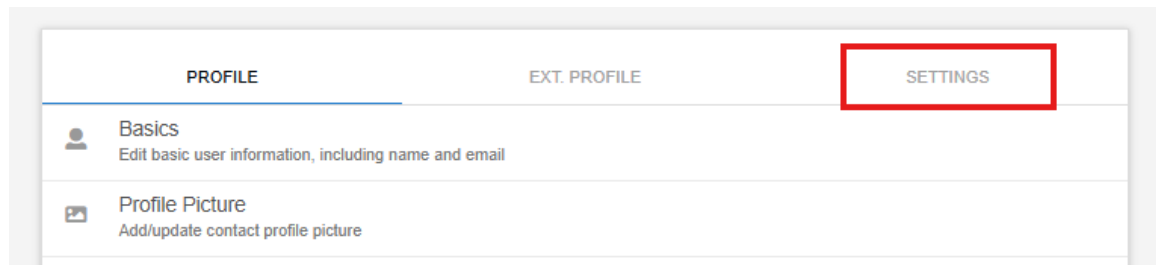
Creating a Saved Signature in Central Reach

Supervisory Agreement

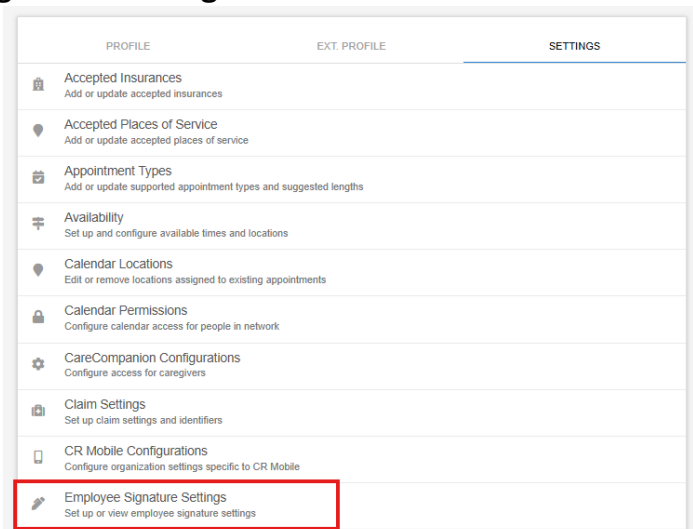
Start on your homepage – Select **My Profile** under the top blue ribbon



Select **Settings** on the right



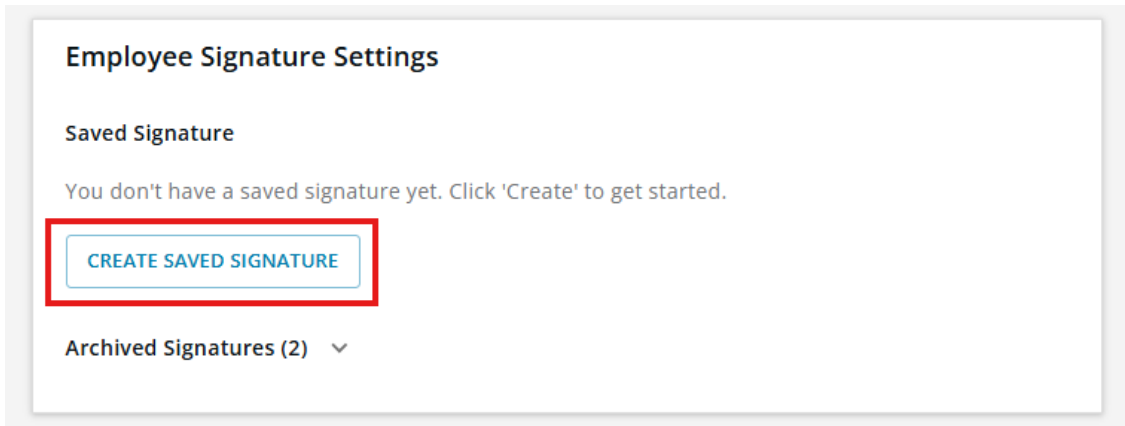
Select **Employee Signature Settings**



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Select **Create Saved Signature**



Employee Signature Settings

Saved Signature

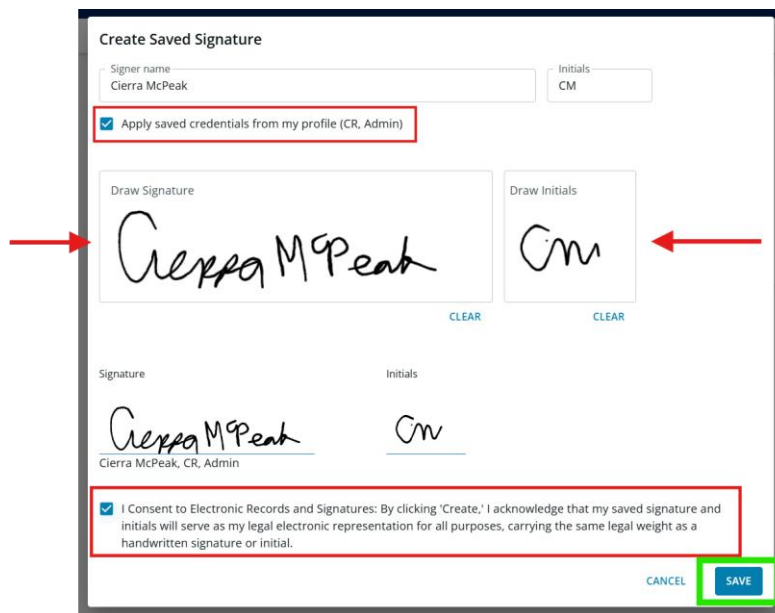
You don't have a saved signature yet. Click 'Create' to get started.

CREATE SAVED SIGNATURE

Archived Signatures (2) ▾

Multiple Steps:

1. Sign your name
2. Sign your initials
3. Check the box **“Apply saved credentials from my profile”**
4. Check **“I Consent”**
5. Hit **“Save”** at the bottom



Create Saved Signature

Signer name: Cierra McPeak Initials: CM

☒ Apply saved credentials from my profile (CR, Admin)

Draw Signature: [Handwritten Signature] CLEAR

Draw Initials: [Handwritten Initials] CLEAR

Signature: [Handwritten Signature] Initials: [Handwritten Initials]
Cierra McPeak, CR, Admin

☒ I Consent to Electronic Records and Signatures: By clicking 'Create,' I acknowledge that my saved signature and initials will serve as my legal electronic representation for all purposes, carrying the same legal weight as a handwritten signature or initial.

CANCEL **SAVE**

Red arrows point to the 'Draw Signature' and 'Draw Initials' boxes. A red box highlights the 'Apply saved credentials from my profile' checkbox. A green box highlights the 'SAVE' button.

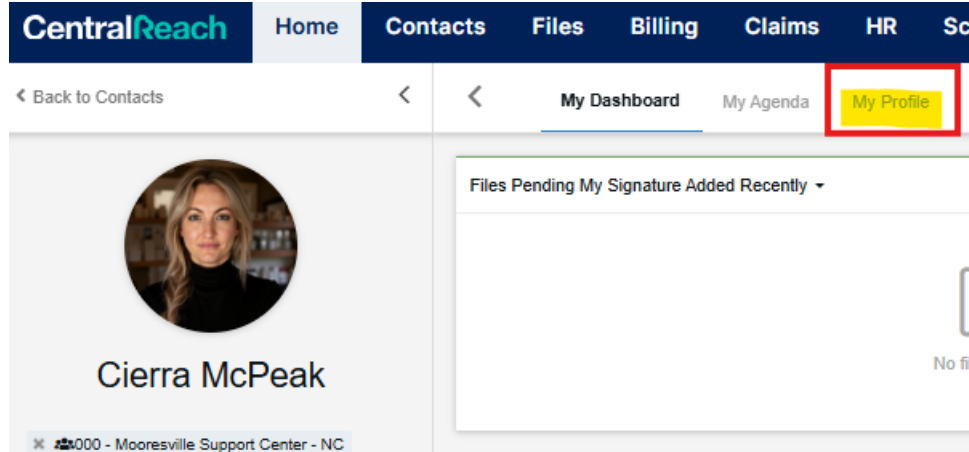


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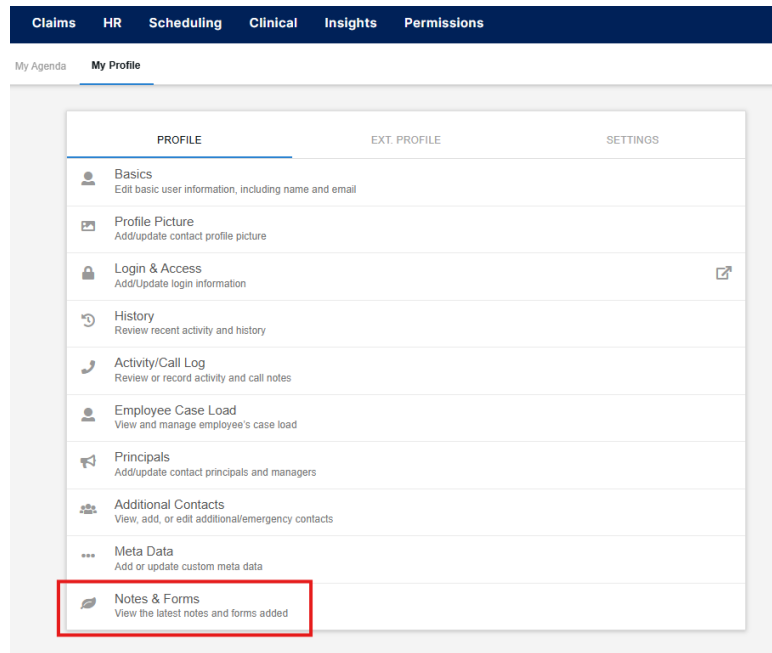
Creating a Supervisory Relationship Agreement in Central Reach

Supervisory Agreement

Start on your homepage – Select **My Profile** under the top blue ribbon



Select Notes & Forms



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Select Add New

Claims HR Scheduling Clinical Insights Permissions

Notes and Forms

Notes & Forms

ADD NEW

Search notes and forms...

Unable to find notes or forms for this user.

In the search box type **RBT** and **Press Enter** – Do not select a popup from the drop down

Notes & Forms

RBT

Run text search of: RBT

Note Index: RBT

Select the form **Registered Behavior Technician (RBT) Supervisory Relationship Agreement**

Notes & Forms

Search templates...

Text Search: RBT X

All System Custom Beta

Highlights Healthcare Annual Performance Evaluation - RBT Custom
Requires: Client, Provider

Highlights Healthcare Monthly BT / RBT Supervision Form Custom
Requires: Provider

Highlights Healthcare Monthly RBT Ongoing Supervision Form Custom
Requires: Provider

Registered Behavior Technician (RBT) Supervisory Relationship Agreement Custom
Requires: Provider



Select **I AM THE PROVIDER**

EDIT NOTE

Provider

I AM THE PROVIDER

[CLOSE](#)

Select section **Agreement**

EDIT NOTE

Provider

Cierra McPeak

Title

Registered Behavior Technician (RBT) Supervisory Relationship Agreement

Warning! Client can edit note or form.

Choose a Section

Header

Agreement

[CLOSE](#)

[SAVE](#)

If your RBT # did not pull in at the top, **Add your RBT #**

[< Previous](#)

Currently Editing Section:
Agreement

Registered Behavior Technician Supervisory Relationship Agreement

The following is a supervision relationship agreement between Cierra McPeak CR, Admin

Other > RBT # RBT # if doesn't pull

 and the Requirements Coordinator (Co-sign

Registered Behavior Technician Agrees to:

- Sign a supervision relationship agreement before providing behavior analytic services.
- Deliver applied behavior analysis (ABA) therapy in alignment with Highlights Healthcare's mission, purpose, and values as directed by a Board Certified Behavior Analyst.
- Receive ongoing supervision that meets the RBT supervision, supervisor, and documentation requirements.



Scroll to the Bottom:

1. **Sign** where your name is under Registered Behavior Technician
2. **Requirements Coordinator:** Please message your Leadership to identify your coordinator

If an RBT is also in the student analyst program, the supervision requirements can be met during the fieldwork experience i
Students who are RBTs are responsible for compliance with all BACB requirements for the RBT credential. Loss or suspens
By signing below, you agree to all terms and requirements stated above. This signed document supersedes any previously
All parties agree to the stipulations herein:

Registered Behavior Technician:

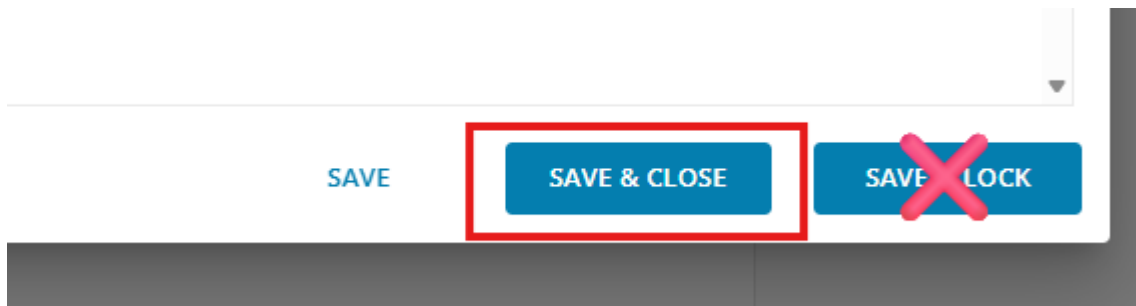
 Cierra McPeak

Requirements Coordinator:

 Choose a contact to sign

Once you have assigned it to all BCBA Supervisors – Select **Save & Close**

DO NOT HIT SAVE & LOCK – if this happens you will need to restart from the beginning





Work Instruction:
Creating a Supervision Log in Central Reach

Supervisory Agreement between BCBA & BT/RBT

Start on your homepage – Select **My Profile** under the top blue ribbon

The screenshot shows the Central Reach homepage. At the top is a dark blue navigation bar with the Central Reach logo and links for Home, Contacts, Files, Billing, Claims, HR, and Scheduling. Below this is a secondary navigation bar with links for Back to Contacts, My Dashboard, My Agenda, and My Profile. The My Profile link is highlighted with a red rectangular box. Below the navigation bar, there is a profile card for Cierra McPeak, a circular profile picture, and a list of files pending signature. The text "No file" is visible at the bottom right of the file list.

Select Notes & Forms

The screenshot shows the 'My Profile' page. At the top is a dark blue navigation bar with links for Claims, HR, Scheduling, Clinical, Insights, and Permissions. Below this is a secondary navigation bar with links for My Agenda and My Profile. The My Profile link is highlighted with a red rectangular box. Below the navigation bar, there is a list of profile settings and options. The 'Notes & Forms' link is highlighted with a red rectangular box. The list includes: Basics (Edit basic user information, including name and email), Profile Picture (Add/update contact profile picture), Login & Access (Add/Update login information), History (Review recent activity and history), Activity/Call Log (Review or record activity and call notes), Employee Case Load (View and manage employee's case load), Principals (Add/update contact principals and managers), Additional Contacts (View, add, or edit additional/emergency contacts), Meta Data (Add or update custom meta data), and Notes & Forms (View the latest notes and forms added).



Select Add New

Claims HR **Scheduling** Clinical Insights Permissions

Notes and Forms

Notes & Forms

ADD NEW

Search notes and forms...

Unable to find notes or forms for this user.

In the search box type **Supervision** and **Press Enter** – Do not select a popup from the drop down

Claims HR **Scheduling** Clinical Insights Permissions

Notes and Forms

Supervision

Run text search of: Supervision

Note label Employee Supervision Plan

Highlights Healthcare Addendum Treatment Plan 97156/97157 v2026

Custom

Select the correct **Form** based on your current **Role/RBT Level**

Notes & Forms

Search templates...

Text Search: supervision x

All System **Custom** Beta

Highlights Healthcare Employee Supervision Plan - Behavior Technician Custom

Requires: Provider

Highlights Healthcare Employee Supervision Plan - Lead Registered Behavior Technician Custom

Requires: Provider

Highlights Healthcare Employee Supervision Plan - Registered Behavior Technician 1 Custom

Requires: Provider

Highlights Healthcare Employee Supervision Plan - Registered Behavior Technician 2 Custom

Requires: Provider

Highlights Healthcare Employee Supervision Plan - Registered Behavior Technician 3 Custom

Requires: Provider



Select I AM THE PROVIDER

EDIT NOTE

Provider

Search Providers

I AM THE PROVIDER

CLOSE

Select section Header

EDIT NOTE

Provider

Cierra McPeak

Title

Highlights Healthcare Employee Registered Behavior Technician 1 Supervision PlanCierra McPeak4

Warning! Client can edit note or form.

Choose a Section

Header

Highlights Healthcare Registered Behavior Technician 1 Supervision Plan

Signature Review

Footer

CLOSE

Complete All Red Box Fields

Note – your end date will be 1 year from the date you are completing this form

Registered Behavior Technician 1 Supervision Plan

Staff name: Cierra McPeak

Position: Registered Behavior Technician 1

Location: Enter Center name

Hire Date: Date

Plan Effective Dates: 05/01/2026 to End date of Plan (MM/DD/YYYY) (1 yr from effective date)

Registered Behavior Technician 1 Supervision Plan

Staff name: Cierra McPeak

Position: Registered Behavior Technician 1

Location: New Bern 2

Hire Date: 07/07/2025

Plan Effective Dates: 05/01/2026 to 05/01/2027 (1 yr from effective date)



Select **Next** in the upper right-hand to go to the next section **Highlights Healthcare Registered Behavior Technician # Supervision Plan**

Review the Supervision plan - If you have any questions, please reach out to your Director.

Scroll Down – Sign where it says **Supervisee Signature**

Change Section ▾

← Previous Currently Editing Section: Highlights Healthcare Registered Behavior Technician 1 Supervision Plan Next →

3. Staff will have IOA/Integrity Check data taken by a BCBA within a supervised session with a learner.	Face to Face or Virtual	Quarterly	Staff will continue enhance his/her knowledge on data collection procedures.
4. Staff shall receive clinical feedback from BCBA on learner within a supervised session.	Face to face or Virtual	Quarterly	Staff will receive feedback related to the learner's clinical program and implement the goals within their independent sessions.
5. Applies BACB RBT ethics with minimal reminders; reports concerns appropriately leading to promotion to mid- tier RBT position.	Face to face or Virtual	Quarterly	Staff demonstrates understanding of RBT ethical guidelines demonstrating their readiness for the mid- tier RBT position.

Additional Notes:
Type any additional notes here related to this plan ✎

Supervisee Signature:
✎ Cierra McPeak

Supervisee Printed Name: Cierra McPeak

CLOSE SAVE SAVE & CLOSE SAVE & LOCK

Select **Next** in the upper right-hand to go to the next section **Signature Review**

Select **Choose a contact to sign – Type your Supervisors Name & Continue**

Do this for all BCBA's assigned to your center

Change Section ▾

← Previous Currently Editing Section: Signature Review

BCBA Supervisor
✎ Choose a contact to sign

BCBA Supervisor
✎ Choose a contact to sign

BCBA Supervisor
✎ Choose a contact to sign

BCBA Supervisor

Cierra McPeak ✎

Registered Behavior Technician 1 Supervision Plan

Provider Signature

Assign to another provider:

Provider name
Jacquelyn Packard (Employee ID: 3913618)

CANCEL CONTINUE

Signature Review

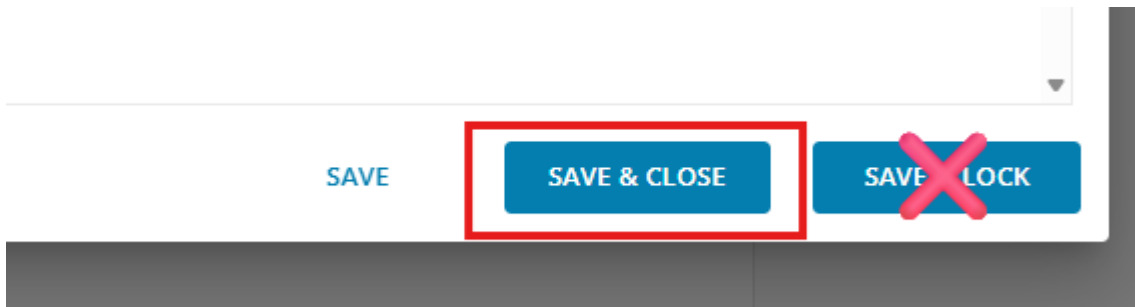
647 Brawley School Road
Suite 104
Mooresville, NC, 28117

www.highlightshealthcare.com



Once you have assigned it to all BCBA Supervisors – Select **Save & Close**

DO NOT HIT SAVE & LOCK – if this happens you will need to restart from the beginning





Incident Reporting SOP for Learners

Purpose

To ensure all learner incidents are documented accurately, communicated appropriately, and processed in accordance with Highlights Healthcare policies.

When is an Incident Report Required?

An Incident Report **must** be completed for any injury or safety-related incident that occurs at the center or while the learner is under the supervision of Highlights Healthcare (HHC) staff.

Examples include trips or falls, aggression, self-injurious behavior (SIB), or any event that results in—or could have resulted in—an injury.

Important: Reports are required even when no visible injury is present. Complete reports for both the learner who engaged in aggression and the injured learner (if applicable). Use objective, factual language only.

Incident Reporting Process

1. Notify the supervising BCBA immediately and provide all known details. **If your supervising BCBA is unavailable, contact the Assistant Director of Operations (ADO) or Area Vice President (AVP).**
2. Complete the Learner Incident Report Form (v.5.25). Document only objective facts. Under the **Witness** section, list the witnessing staff member's **full name**. Within the incident description, refer to staff simply as **"Staff"** and do not include staff names. Do not include the names of other learners; refer to them as **"Peer."** Record the parent notification time and person notified after the BCBA contacts the parent/guardian.
3. After parent notification, a Teams message will confirm notification to staff.
4. Obtain the parent/guardian's signature at learner pick-up.
5. If supervisor-signed, place the report in the designated Compliance area. If not signed, place it in the "Need to Scan" folder and send it to the supervisor for signature before forwarding to Compliance.
6. If a Level 2 or Level 3 Incident Report may be required, notify the AVP immediately.
7. The BCBA, DO, ADO, or AVP will guide staff through the appropriate IRIS reporting process, if applicable.

Documentation Standards

- Complete the report as soon as possible.
- Use clear, objective, factual language.
- Document only directly observed information.
- Avoid opinions, assumptions, or conclusions.
- Never include the names of other learners or staff members within the incident description; use "Peer" or "Staff" instead.



Learner Incident Report

Location of Center: **Statesville 3**

Date of Incident: 03/24/2026 (example)	Time of Incident: 1:26 PM
Incident Location within Center: gym	Incident Duration: 2 seconds
Learner Name/ ID: Jane Doe (full name)	Learner Age/ Gender: 3 y.o female
Reporting Provider/ Staff: Sandra Witherspoon (full name)	
Supervisor Notified: Learner BCBA	
Date Report Completed: 03/24/2026-date of incident	
Other Staff Involved/ Present During Incident: Johnny Smith, RBT present	

Incident Details		
Incident Type (check those that apply):		
☐ Unexplained Injury ☐ Illegal Act (not leading to arrest) ☒ Minor Injury	☐ Search/Seizure of Property ☐ Isolation Time Out ☐ Head Injury ☐ Planned Restraint	☐ Aggressive Behavior ☐ Self-Harm/ Ideation/ Threats ☐ Other (Explain):
Incident Description: <i>(Describe what happened in objective, factual language. Include the behavior, antecedent, and consequence.)</i> Jane was in the gym rolling balls to staff and peers, the ball was rolling back to Jane and it hit her left eye, which resulted in a small red mark below left eye.		
Strategies Developed/ Actions Taken: <i>(Describe what was done in response to the behavior, including any behavior plan procedures or de-escalation steps.)</i> Staff asked Jane if she was okay, Jane was crying, staff offered Jane an ice pack, she refused ice pack. Staff removed the balls from the area and offered Jane ice pack once again.		

Follow-Up Recommendations:

(Suggestions for next steps: additional data collection, review of BIP, team discussion, etc.)

Team discussion regarding the balls in the gym.

Administrative Actions and Acknowledgement

Administrative Actions:

BCBA contacted caregivers

Name of Caregiver Notified of Incident: Jason Doe (dad)

Date/ Time Caregiver Notified: 1:45 pm 03/24/2026

Reporting Staff Name and Title: Sandra Witherspoon, RBT

Signature: Sandra Witherspoon, RBT

Date: 03/24/2026

Supervisor Name and Title: Zack Williams, BCBA

Signature: Zack Williams, BCBA

Date: 03/24/2026

Attestation Statement: I hereby attest that I have individually reviewed the listed items and confirm they are true and correct.

Parent/Guardian Signature:

Family signature PRIOR to going home-offer family a copy of the incident report.

Date: 03/24/2026

Parent/ Guardian acknowledgement of incident: I certify that the incident has been reviewed and any appropriate actions have been taken to attempt to prevent future incidents that includes but not limited to program modifications, training, etc.

Who Do I Contact?

Quick-reference guide for common new-hire questions and support needs.

Human Resources

humanresources@highlightshealthcare.com

CentralReach Support / Unlock Notes

crsupport@highlightshealthcare.com

IT Support / Help Ticket

Submit Help Desk ticket from desktop
help@highlightshealthcare.com | Urgent: 980-443-2895

Payroll / Timesheet Questions

payroll@highlightshealthcare.com

Benefits / PTO Questions

benefits@highlightshealthcare.com

Scheduling

704-794-3425

Clinical or learner-specific questions: contact your supervising BCBA or on-site supervisor.

When unsure who should handle an issue, ask your supervisor rather than guessing.

New RBT Staff Acknowledgement

Use this page after reviewing the new-hire packet with your supervisor or trainer.

I acknowledge that I received and reviewed the Highlights Healthcare New RBT Hire Packet. I understand that I am responsible for following current company policies, clinical direction, learner-specific plans, documentation requirements, safety procedures, attendance expectations, confidentiality requirements, and professional standards.

I reviewed the following:

- Rules of Engagement and Clinic Expectations
- Dress Code and professional presentation expectations
- Confidentiality/HIPAA reminders and professional boundaries
- Attendance and schedule notification expectations
- Assent, refusal, safe learner support, and learner handling expectations
- Session-note conversion, data collection, and session end/restart requirements
- CentralReach onboarding tasks: saved signature, supervisory relationship agreement, and supervision log
- Incident reporting procedures and objective documentation standards
- Who to contact for HR, scheduling, payroll, benefits, IT, CentralReach, and clinical support

I understand that this packet is a training reference and does not replace current policies, learner-specific treatment plans/BSPs, supervisor direction, or required competency-based training. I will ask questions whenever I am unsure of an expectation.

Employee Name: _____

Employee Signature: _____

Date: _____

Trainer/Supervisor: _____

Date: _____